



Making a Difference in Young People's Lives Since 1981

40th ANNUAL REPORT

Family Access Network

2020-2021



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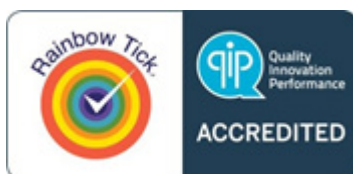


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Service objectives

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, LGBTIQ+, Volunteer Programs and the Homelessness Youth Dual Diagnosis Initiative.

The following define the broad objectives:

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

Chair's Report

Welcome to the 2021 FAN Annual General Meeting. This Annual General Meeting marks the 40th year of FAN's operations. Formally beginning in April 1981 FAN has been delivering services to young people and improving lives since that time. Many young mothers, their children and young people have been assisted by FAN and it is great to hear some of their stories, often years later of how FAN made a difference in their lives.

Once again, this year the staff and clients have needed to adhere to the impacts of Covid 19 on service delivery with some programs restarting and some face-to-face case management being provided during the periods the State was not in lockdown. Once lock downs were reintroduced the staff and clients quickly adapt to the changes service delivery and continue to support our clients in versatile ways, delivering care packages, zoom or face time meetings and group sessions via zoom as some of the examples.

The Board has continued to meet either in person or via Zoom and, one of the few face-to-face meetings we were able to hold was in April 2021 where board members and FAN staff were able to celebrate the 40th Anniversary of FAN.

The Board, in conjunction with the CEO, Sue, made the decision to extend the FAN Strategic Plan, which was due for review in 2020, into 2021, hoping that we would have the opportunity to develop a new Strategic Plan in early 2021 with everyone participating in person. This was not possible with the Covid lockdowns however a new Strategic Plan has now been developed and is contained in the Annual Report.

FAN once again passed the required Accreditation requirements with FAN achieving exceeded standards on many aspects of the requirements. FAN is very proud to be the first homelessness support service in Victoria to achieve Rainbow Tick Accreditation, which was in 2014.

Financially FAN is in a good position. The appointment of Michael Woollard to the Financial Administrator position has resulted in improved financial reporting.

Many Board members have participated in sector organised Board training to further understand the requirements and accountability for Board members. I know that many of FAN's Board members participated and found the sessions, delivered via Zoom, very informative.

The Board is privileged to work with and support Sue Carlile as the CEO of FAN as well as Michelle Thompson, Michael Woollard and the other FAN staff. Their dedication to the work of FAN is phenomenal and results in fantastic outcomes for our clients. 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 reluctantly say farewell to Richard, who has taken a new position which requires more of his time. In addition, Kelly is taking 12 months leave from the Board as she is expecting her second child. Both Richard and Kelly have contributed enormously to FAN over the past years and will be missed. We look forward to welcoming Kelly back to the Board in 2022.

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

Diane Godfrey

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

During the twelve-month period to June 2021, a total of **829** young people (613 in 2020), including LGBTIQ young people, young families and accompanying children, accessed FAN's services; of those children represent **143** (226 in 2020), with more than 90% aged between 0 and 5 years. The increase in total clients supported of 35% in the last twelve months is significant. The full dimension of programs to support clients to address multiple and demanding challenges is captured in the reports that follow.

FAN's core homelessness services funded through Department of Families, Fairness and Housing (DFFH) 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, Family Safety Victoria, Department of Premier and Cabinet, Streetsmart and Melbourne Inclusive Church.

FAN is committed to a learning culture and 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. In November 2020 we successfully undertook Accreditation including Rainbow Tick (for the 3rd time), we are proud to be the first homelessness organisation to have successfully achieved Rainbow Tick Accreditation in 2014. More information on our Accreditation is contained within the Annual Report.

FAN recognises that outcomes are enhanced through collaboration, which includes working with our colleagues and partner agencies in tackling the issues of homelessness, family violence, mental health 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, sector partnerships and alliances.

The following represent some of our current collaborations and projects:

- *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 supported almost tripled the number of targets for the program – resulting in positive housing outcomes for young people and young families. 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. DFFH funded .5 position from early 2019 to December 2020. During that period 52 organisations with 614 participants received various forms of capacity building, tailored to organisations as well as captured in practitioner and management workshops, resources, conferences and journal articles. The project also resulted in the revision of the original 2006 Alsorts

- Report, with the development of LGBTIQ+ Inclusivity in Homelessness Support for Young People – An Alsorts Approach.
- *Homeless Youth Dual Diagnosis Initiative (HYDDI)* – in partnership with Eastern Health – Eastern Dual Diagnosis Service
- *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 individual support provided. It is notable the FAN component achieved double the targets which demonstrates the need.
- *Young Families in Crisis* – FAN, Uniting Ringwood, Salvation Army, 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/>
- *Family Violence Sector:* FAN is an active participant, family violence directly impacts more than 90% of all clients – many outcomes intersect with the Homelessness sector as outlined above, plus we are also engaged in regional networks and statewide implementations, including but not limited to – The Orange Door Implementation, Regional Family Violence Partnership and practice groups, Family Violence Therapeutic Intervention and City of Whitehorse.
- *Homelessness Emergency Accommodation Response Team (HEART)* in response to the Victorian State of Emergency due to COVID19. The HEART provided an effective local response to people experiencing homelessness placed in purchased crisis accommodation during the pandemic up to the end of June 2021. FAN was a member of the Eastern HEART, along with Uniting Ringwood and Mount Waverley, Anchor, The Salvation Army, Community Housing Ltd, Wellways, and MIND.
- *Working for Victoria* – FAN was allocated funding for a .5 position which was an initiative for additional staffing resources to support the specialist homelessness sector to respond to the needs of clients due to the COVID19 pandemic. The program was successfully implemented in November 2020 and concluded in April 2021.
- *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 ran in person in between lockdowns and was partly 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.
- *International House* – The Salvation Army and FAN entered into partnership with International House (opposite Deakin University) in August 2020 to utilise vacant international student accommodation for young people experiencing homelessness. This has been a successful use of a facility impacted by the pandemic and has resulted in a number of successful outcomes into private rental.

- 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 LGBTI Program Advisory Group – West, National LGBTIQ Guidelines.

Last year I wrote, *“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 continue to be very proud that we have maintained all services to clients and have continued to achieve great outcomes, many of them double and even triple the number we would usually support. Managing the ongoing 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”*. This comment continues to say it all. There is no doubt the impact is cumulative for us all, and in particular the young people and children who need our services. We also could not have done it without the donations from the community, additional grants from DFFH, City of Whitehorse and other donors – to all I say THANK YOU. Many of the peaks that FAN is a member of have also provided consistent and timely resourcing to the sector/s through thorough updates, webinars – which is greatly appreciated.

In April 2021 FAN turned 40, which is a significant milestone and owes much to the board, staff, volunteers and clients who have shaped the organisation since inception. We have included comments within the Annual Report from board, staff, volunteers and clients over the life of FAN, each one we thank for taking the time to share their experience with us. While we had hoped to hold an event to coincide with the AGM in October, we are hopeful that something may be possible in person later in the year.

This year also saw the successful completion of the 2017 – 2021 Strategic Plan and the development of the 2021 – 2024 Strategic Plan, which the Board have recently undertaken with thanks to the facilitation of David Burlew. A copy of the Strategic Plan is included in the Annual Report.

We are a small team at FAN, and without doubt we achieve a lot with a little, it would not be possible without the support and dedication of the Board, the staff team, volunteers and in particular I would like to acknowledge the tireless commitment of Michelle Thompson, Manager Client Services, our collaboration has gone to new heights in the last year, I value her enormously and my role would have been a very different experience without her.

I conclude by drawing your attention to the four Awards, which will be presented at the Annual General Meeting (AGM) – congratulations to Sophie Howard and Alex Mitchell for the Rhys Fox Achievement Award and Patricia Fuge and Daniel Cutts 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, 2021.

We would like to take this opportunity to recognise the ongoing funding from Department of Families Fairness and Housing (DFFH), not just for our core Homeless Support Services but also for the LGBTIQ Capacity Building Project 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 in particular to the Life Skills and Volunteer Programs and the excellent facilities at the Harrow Street office. In addition we are grateful for the funding from the Department of Premier and Cabinet in relation to the Engage program

We are also grateful to other members of the community, Philanthropic Trusts and supporters who have contributed to our organisation and during the last year financial and donated items specifically linked to Covid19 has been greatly appreciated. It is also worth noting the ongoing support over many years of Caroline and Derek Young of the Orcadia Foundation for the property specifically allocated to young families with private rental outcomes.

Financial Results 30th June 2021 Audited by E Townsend & Co

Our asset to liability cover of 3.77 is more than sufficient to meet our operational requirements. Please note that our property at Kent Rd, which is used for Transitional Housing, was revalued during the year to \$520,000 resulting in an increase in our net assets to \$740,675

Surplus/Deficit

For the 20/21 financial year FAN generated an operating surplus of \$7,722 against a budgeted surplus of \$19,078. Total income for the year was \$1,074,280. Total expenses for the year were \$1,066,507. 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)

Board Advisors

Caroline Symington
David MacKenzie
David Burlew

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

Diane Godfrey - Chair



Diane joined the Board in 2017 and was appointed Chair in October 2018. She 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.

Diane then undertook the Deputy Executive Officer role at Safe Futures Foundation, retiring in early 2020. Working with the homelessness and family violence agencies in the Eastern suburbs and participating in many partnerships has provided her with increased understanding of the regional sector. She has a strong commitment to social justice and is looking forward to continuing to work 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.

José holds a Master of Social Work degree and is currently reading for a Doctoral degree at Charles Sturt University. He 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. 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.

She has completed her Law (Hons) and Behavioural Science degrees and is currently a practicing lawyer with experience in insurance, banking and commercial disputes. Hannah has also worked 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.

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.

Bronwen Henry



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

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

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

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 at law firm CBP.

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 has been a member of the Board since 2019. She comes with extensive experience in community engagement emanating from her 13 years as a City of Whitehorse Councillor. In her 10th year she received recognition for her services to the community and in early 2020, she was appointed a Life Member of the Australian Local Government Women's Association in appreciation of volunteering her services to the Association for over a decade.

Raylene has a great 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, shows empathy when needed and can facilitate effective communication by maintaining an open mind.

Raylene continues to work with the board to maintain a mutually beneficial partnership between herself, staff, board members and the community.

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. They also lecture in the Master of Art Therapy program, in the area of adult mental disorders, and provide 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 holds a BA (Dance Performance) from VCA/Melbourne University, and a BA (Hons) in painting from RMIT. 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 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 18 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 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 has held positions as Chair of Pain Specialists Australia, Director of db Consulting and Board advisor to Ariens, North America. His current appointments include Board member of Raleru Ltd and Managing Director of Camera House Australia. 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.

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-forprofit 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. Over the past 20 years, David has served on 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.

FAN Staff Team



Sue Carlile
CEO



Michelle Thompson
Manager
Client Services



Michael Woollard
Financial
Administrator



Oriana Phutully
Youth Support
Worker



Miles Milton
Youth Support
Worker



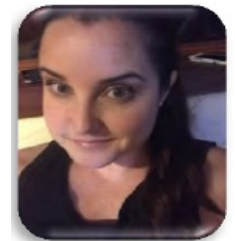
Maddie Sill
Youth Support
Worker



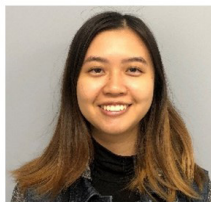
Aaron Ong
Youth Support
Worker



Vanita Harris
Youth Support
Worker



Jaime Jenkinson
HYDDI Worker



Stephanie Lim
Masters of Art
Therapy Student



FAN's 40th Birthday - Testimonials

In April 2021 FAN officially turned 40, however the advocacy and community awareness campaigns commenced in the late 1970's through the efforts of Stephen McLoughlin, at the time Box Hill Council Youth Worker. A number of people responded to Steve's efforts and a group of supporters emerged, several of whom offered shelter and support in their own homes, the Community Placement Program as it was known commenced. Alongside that, two properties were rented on the private rental market supported by Lead Tenants and volunteer mentors. In the early days we were known as Open Family Box Hill Inc and worked closely with another community-based organisation called Grovedale, both merged to become Family Access Network.

In 1982 I was working at Box Hill Council in their teenage holiday program, my supervisor Bev Holz, suggested I should meet Steve McLoughlin – four hours later I emerged a volunteer at Box Hill Council as it was known then, was very supportive of the evolution of FAN, and in addition to Bev, Hal Ranger, Ron Johnson and others lent their support to the growing need of young people experiencing homelessness in the community. Other than Steve's role with Council, there were no paid workers in those early years. Supported Accommodation Assistance Program (SAAP) commenced in 1985, a federal and state initiative governed by the SAAP Act, which was enshrined with a rights-based focus. Funding for workers and public housing options became available in 1985. I became the first paid worker and for many years my role was to coordinate the Volunteer Program, Steve and I recruited other staff in 1985 with the support of the community-based Committee that had been formed. Several of those founding members have since sadly passed away, including Steve, however they are acknowledged as Honorary Life Members and client awards.

Young people have remained core to our work, and over the years we have evolved to provide services to others including young families, children, LGBTIQ+ young people, enhanced responses to include social support, life skills, therapeutic family violence interventions, and too many partnerships, collaborations and research projects to name here.

Over the years there is not a job I haven't done at FAN, and it has been my honour to be the CEO for quite a long time. I have worked with some extraordinary staff, board, volunteers, sector colleagues and I have been inspired by the clients I have supported. In preparing for the 40th edition Annual Report, we reached out to as many people as we could from the past 40 years of FAN, following are their testimonials – they represent former staff, board, volunteers and clients, their experiences are rich – I hope you take the time to read them all. I thank each of them for taking the time to share their story:

Sue Carlile

"Well done to FAN achieving 40 years, and to Sue for guiding it for so long.

My first involvement was with the Grovedale Support Committee, which was set up by the Canterbury Council of Churches in the 1970s to provide housing for homeless young people. Steve McLoughlin was the main link with Open Family Box Hill, who provided some professional guidance to us inexperienced volunteers, who included Rhys Fox and Leo Clareborough. The two organisations merged to become Family Access Network. I was Treasurer of Grovedale and soon became Treasurer of FAN. Sue Carlile was the Manager from the early days. Later I became involved in a parent-run group providing housing for intellectually disabled young people in Greensborough.

Best wishes for the next 40 years" Robert Joynt

"My first recollection of FAN was when they were called Open Family Box Hill. I was at a meeting of the Box Hill Chamber of Commerce hearing a presentation from the late Steve McLoughlin, the Council Youth Worker, regarding the issue of youth homelessness and disenfranchised young people in our community.

Some years later, at a meeting of Box Hill Rotary, Allan Rogerson, the local copper and member of our club, was again addressing this and suggested that our club provide some support to Family Access Network [FAN]. Our club established a project of assembling personal care kits for the FAN clients who needed such items as bed linen, toiletries and the like. We had the support of some Box Hill Traders in doing this.

The Rotary Club of Box Hill Burwood [as it is now known] has had a long history of assisting FAN in various ways. One area of need that FAN identified was for suitable people to serve on the FAN Board. So, approximately 25 years ago, I made myself available and subsequently served a number of years on the Board, mainly as Treasurer.

During my time on the Board, I was immensely inspired and impressed with the dedication of everyone involved with the organisation. We all know what a wonderful contribution Sue Carlile has made and continues to make. Another long-standing Board Member was the late Leo Clareborough, who gave wonderful service. So many of the professional staff gave so much of themselves. I was convinced that FAN made an incredibly important impact on the lives of so many young people, giving them hope, helping them to lead meaningful, independent lives. To me, the fact that various Government bodies were prepared to provide such valuable funding indicated how effective the programs being delivered were.

In my case, when the staff of my company were wanting to make Christmas a little bit better for some struggling people, reviewed some options and chose FAN as the beneficiary of their gift giving. That was over twenty years ago and although I retired 15 years ago, I understand that tradition continued well after I left. Again, a testament to the perceived value of the services provided by FAN.

Recently I attended a FAN AGM and felt very proud at how effective the organisation continues to be. I read the regular newsletters and am impressed with the quality of the programs and the folk involved in their delivery. I am very impressed with the quality and skill sets of the wonderful volunteers serving on the Board.

Well done FAN on 40 years of exceptional service". **David Tolstrup**

"Congratulations to the entire FAN team on achieving this milestone. I began working at Open Family Box Hill Inc as it was known then in 1991, and I was there until 2005 with meetings at the office every Thursday from 6 to 7pm.

We did not have computers or mobile phones then but for some years were accessible to our clients via pager 24/7.

The office was located on Station Street on the first floor with rickety steps next to a Fish & Chip shop with five staff.

Very Dickensian indeed.

Committed volunteers were recruited to support the Community Placement Program as caregivers for clients 14 to 17 years old and volunteer mentors to the Shared House Program who provided weekly visits to young people 17 to 25,

The Committee of Management met monthly with rotating staff attending as well. This was last century of course and so many things changed after a few years. Heady times. They were good days and not so good days but we kept going and look at FAN now.

May you continue in your passion of supporting young vulnerable and homeless people with pride. Bravo!!"
Brigitte Hammer

"Talking about FAN 1985 and you were a young organisation. Both Toby and I enjoyed our time as volunteers during the time of his study at the Bible College of Victoria. For me it opened up the world of being a volunteer, something that I came to understand and enjoy, in fact that experience became the basis of many years work for me culminating in the fostering of Kirk whom we have had in our care for 33 years believe it or not. The experience with FAN also gave me an insight into how a volunteer organization works and I was able to employ the principles that I learnt to many areas of my working life. So thank you Sue and FAN for teaching me the value of being a volunteer, allowing me to learn at your feet and for being able to employ those principles and many areas." **Angela Aaltink**

My memories of my time as a volunteer in the late 1980s and 1990s is one of warmth and inclusivity. Clients, staff and volunteers were all one "Open Family" - welcomed, respected and nurtured and the ongoing success of the organisation has demonstrated this ethos.

Congratulations on this milestone". **Caroline Young**

"In 1996 I was privileged to work with FAN in a locum capacity. Unbeknown to me at the time, this experience would be life changing. Firstly, because it set an almost impossible benchmark for every subsequent place I worked, in terms of leadership, organisational culture, realising values and achieving extraordinary outcomes. Secondly, because I forged a lifelong friendship with one of the most committed, compassionate, and inspirational people I know – Sue Carlile. Congratulations to you Sue, the FAN Board and Staff for your 40 years of continuous innovation to meet ever changing needs, creating long-term social change through your advocacy and in improving the lives of tens of thousands of young people, children and families".

Kerri Jackson

"I have been privileged to have worked at FAN on two separate occasions: the first as a youth worker for four years from 1996 and the second in a 'back room' role from 2010 to 2014. I say I was privileged because of the opportunity to work side by side with the quality people that have made the organisation the special 'place' it is. From my colleagues in the staff team— through to the big hearted and committed volunteers who added so much value to our work— including board members who brought with them a mix of business acumen, capacity for hard work and hearts of gold, they have all left an indelible mark on FAN and in my memory.

Who can forget those wonderful community members who supported FAN too, including the lovely local lady who sent her monthly good wishes with a cheque: the result of her individual fundraising efforts. While I won't name names because I would be sure to leave some deserving people short of a mention, from my vantage point FAN's success over its forty-year existence is in large part due to its people and their capacity to put the current and emerging needs of the young people needing FAN's assistance at the core of everything they do. When I think of FAN I think of good people; people with compassion, understanding and the willingness and capacity to innovate and lead. Most importantly, I think of the incredible young people who, with FAN at their side and despite obstacles that would stop the most determined, have demonstrated such reliance and fortitude.

Love your work FAN! Happy birthday!" **Peter Stephenson**

"Wow – 40 years! Congratulations to everyone at FAN for keeping the flames of social justice and care burning bright. I started on FAN's Board in about 2002 as a result of my involvement with St Peter's Anglican Church . . . and stayed for 10 years, learning so much in the process. So many special people during that time – staff, volunteers, Board members and clients. Many memories of discussions with passionate people about FAN, its people and its work". **Colin Bellis**

"I worked at FAN from 2005-2007, as firstly a Transitional Housing Worker and then as Team Leader of the SAAP team. Working at FAN was a defining moment and highlight of my professional career. I learnt so much working under Sue Carlile's supervision and developed a passion for advocacy, social justice and helping others that I carry with me today.

I regularly think back to my time at FAN fondly, particularly my clients and wonder where they are today. FAN is a life changing organization for staff and clients alike and it was a privilege to work there.

Congratulations FAN on 40 years of sector leadership, advocacy and providing support to our most vulnerable communities. Here's to the next 40!" **Carla Di Stefano**

"Wow!! FAN is turning 40!!

My story could have had a very different ending if it weren't for the successful interventions from FAN.

At 18 years of age I was pregnant with my Eldest Child (23 years ago), I was living in a garage, my daughter's father had just gone to prison and I was alone. I had been in out of home care and then homeless and couch surfing. I was fortunate enough to be referred into FAN young mothers THM - house.

I lived in 2 THM properties- one shared for young pregnant mothers and the second after the birth of my eldest a young families THM as my daughter's father was released from prison. We both had our own case managers who supported us with our various issues.

My worker (then Sue Carlile) referred me to young mothers' groups (one with FAN and the other with Starting out). It was through these groups and support of my worker I came to understand I was experiencing Family Violence.

I felt many times I was at risk of losing my child due to circumstances which felt (and were) largely beyond my control. It was both my case manager and my peers who gave me the support and strength to leave. Later after further threats support to obtain an IVO and access the private rental market for stable housing. I also received support from the tenancy advice program through FAN to maintain my tenancy after my tenancy was at risk due to a serious family violence incident.

*I also began engaging in peer support work, this eventually lead me further studies and to my career in Community Services. I am now just past 40....I work in Community Services (as a Manager within Family Violence Services). I own my own home and assist others into long term safe housing through my work. My amazing friends are still the strong women I met at young mothers' group and their children are like my children's cousins - my family is larger and life fuller thanks to FAN" **Rachel Foster***

"As a volunteer of the young Mums group I was given the opportunity to give back to not only FAN but a group that gave me so much when I was a client. This was an empowering time for me as I realised that I was no longer the vulnerable, scared young woman I was when I had been a client and participant. Being given the opportunity to volunteer confirmed that others could see that too. The memories I have of the young Mums group are filled with lots of laughter, peers feeling safe in a space that they could share and support each other and their children could play, sometimes making lifelong bonds... It was also a place for creativity, tie dyeing, making keepsakes, sharing recipes and cooking them was also a hit, to this day I still use the savoury muffin recipe!" Kathryn Lea

"FAN memories and reflections.

I started out my career in the human / community services at FAN around 20 years ago, and since then have moved on to many different roles- working with Youth, AODS counselling and working in Aboriginal Community orgs in therapeutic roles.

I can honestly say I have not experienced a more nurturing workplace than I did during my time at FAN.

Sue cultivated a workplace that was and still is both community and rights focussed. FAN values and promotes the opportunity and the inherent right for young People to experience safety and security in their daily lives. In addition, FAN creates opportunities for those accessing their services to find and be their authentic self, connect to others and their community. With Sue at the helm, the workplace itself also modelled the values it espoused, and I made lifelong friends in the process. I often reflect on my time at FAN and think of the organisation and Sue being ahead of her time. Well before Brene Brown, the emphasis on authenticity and inclusivity, and the strengths-based practices we all now take for granted, there was Sue already doing it, sitting comfortably in this space. The little unassuming cottage tucked away behind leafy trees on busy Whitehorse Road was really an innovative bustle of human connection, if that's such a thing.

My role at FAN was Life Skills Program Coordinator, of which included running the Young Mums' Group and Youth Access Group. I still remember the way the Youth Access Group weekly catch ups would have so many in attendance regardless of the activity. It was a place of belonging for many, a place to make friends, a place to relax and connect in a safe place. As an activity one time, a young person taught others in the group how to crochet. FAN provided dinner and materials and the young person was able to showcase and pass on their skills. I will never forget the young "goth" guy who had attended that night. A couple weeks later he told me he had now taken up the hobby, and often found himself crocheting *on the train*. *I could just see him crocheting in his "goth gear", secretly enjoying the puzzling stares of fellow passengers.*

There are many memories, many friends, many babies who are now big people in the world themselves. They got a good start with FAN and so did I. I learnt so much and continue to ponder and learn when I think back reflect. Happy 40th to FAN!! To those who have been a part of my life, and continue to be, never underestimate how powerful an impact you've had on me. Thanks to FAN you are my fam ☐☐

Lots of love, "Kelle Castellano xx

"My mum always had a strong belief in angels, and we were blessed when we found Family Access Network, which became a force of light within our lives. In 2006 my mother Erin and I were both facing a dire situation. The threat of homelessness was becoming an ever-growing dark cloud looming over our shoulders, and addiction was rippling through our life. At this time, I was only three, and couldn't entirely comprehend the situation that we were facing. My mother was juggling drug dependence, homelessness, isolation from our family and motherhood, as well as the fear that she was unable to raise her own daughter in a safe and peaceful environment. I personally don't think I'll ever be able to forget our time with FAN, they provided my mum an opportunity to change not only her own life, but my future as well.

Through FAN we were provided with transitional housing and my mother was able to enrol me in kindergarten whilst she returned to her VCE studies. And we were incredibly fortunate to receive resources from FAN that were both necessary for our livelihood and leisure. My mother and I also became members of the Young Mums Group, and we attended their weekly meetings together. The Young Mums Group gave my mum a voice when she had felt silenced by our hardships, and a sense of belonging to a community which understood and accepted her and I free of judgement. I know there have never been lessons in the 'art of mothering,' however, I must commend all individuals who were involved in the Young Mums Group for their amazing ability to share and give positive and real advice and provide a safe space for development.

The YMG and FAN Peer Leadership Program enabled my mum to connect with the wider community around her and many other young mothers experiencing similar situations to ours. By partaking in community service, local art instalments and the Becoming a Mum research project, my mother was able to achieve many things she once thought to be out of reach. In 2007 She was presented with both the April Whitehorse Young Citizen of the month award, and the Rhys Fox Achievement award, which she cherished as a testament to her ability to overcome any obstacle which fell in our way. I am proud of my mum, and of her unrelenting resilience. I am proud that she was able to find her voice and help others to as well. And I am proud that she had the bravery to show her vulnerability in order to help other young mothers strive.

In March early this year my mother passed away and whilst looking back on our memories together, I came to realise that the happiest moments we shared were during our years spent with FAN. The Family Access Network, and the Young Mums Group fostered our relationship and nurtured memories which will last a lifetime. I will forever be grateful for the support of FAN and the YMG during my childhood, and now as I enter into adulthood. I was incredibly enamoured by the FAN staff as they looked back into their archives to source pictures of my mother and I and that I had never seen before. And I was incredibly thankful to have the opportunity to learn more about my mum and her personal experiences through FAN. I would like all young women in the Young Mums Group to know that no matter what hardships you face your children will always cherish and appreciate every effort you make. I hope that in the future I will be able to share the compassion that FAN devoted to my mother and me and I will always honour the care that FAN provides and the friendship which they have upheld long since my first days attending the YMG". **Dakota Horton**

"Reflecting on my 20 plus years in the not-for-profit sector, I can fondly say being at FAN in the mid 2000's were some of the most enjoyable years of my career. I worked with a team of remarkable people (some of which are dear friends of mine today) whose desire and enthusiasm to support young people and families always had me in awe.

With Sue Carlile's leadership, our team dared to be different in our innovative service responses to young people and families. Our passion and motivation to better the lives of vulnerable young people and families was achieved by our commitment to delivering a client-focused rights-based approach. It was always about the young people and I loved that!

Congratulations on 40 FANTastic years!

I am proud to say I am a part of the FAN family.

With lots of love," Victoria Sobh

“FAN is turning 40... what an amazing place to have been running for so many years, a home that has been a safe haven for so many vulnerable young people, children, and their families over the years. I can't even imagine how many lives FAN has left an incredible footprint upon, including my own.

I first entered FAN in early 2007 until late 2010, a time of my life I will cherish forever. A period of phenomenal growth and learning, I was grateful to have implemented and ran the Children's Program – Early Years when it was still in its infancy. It was certainly a journey and one full of ups and downs as we developed the program to reach its full potential. Today I am so happy to see its still existing and helping the lives of so many vulnerable children and their parents. It warms my heart to see that the young mum's group that were involved at the time are still all connected to this day.

My time at FAN was also a time of incredible friendships, we were like family, holding similar morals and value's working together to enhance the lives of other's. Friendships I still hold very dear today. Sue Carlile what a leader and mentor, I found my feet at FAN and I will always be grateful that FAN was where it all began”. **Jacqui Gabriel**

“If not you, then who?

If not now, then when?

If you've ever considered volunteering in a worthy organisation, let me plant a seed and hopefully it will take root in your thoughts.

FAN is certainly worthy of your volunteering efforts and so are thousands of other organisations across the country. So why FAN.

Well, they're humble.

They haven't lost their way over time. They set out some 40 years ago to provide much-needed support to young people who are homeless, or at risk. Fast forward the tape some 4 decades and that driving purpose hasn't changed. The client-centred approach has been at the root of all that FAN does. This organisation is sought after by many agencies within the community sector who seek to partner them, who look to them for their expertise. Similarly, governments have also come to recognise FAN as an organisation that gets things done.

In any given year, FAN assists over 250 young people and over 100 children. Tonight, in our state, over 22,000 Victorians will experience homelessness. Of these 22,000, some 6,000 will be children under the age of 12 years. The rate of homelessness in Victoria continues to grow at an alarming rate of 20% each year.

I look back at my 11 years of service on the Board of FAN as Secretary, Treasurer and Chair with very fond memories. I commend them to you for your consideration.

The task of supporting our young people is ongoing. So, the question remains.

If not you, then who?

If not now, then when?” **David Burlew 2008 - 2019**

“WOW – 40 years old.

I can't believe it. My journey began with FAN way back in 2011

It was at a Lions Club award night for the young Lion of the year award in the Box Hill region. I happened to be seated next to someone who was there to represent FAN.

Naturally I had to ask who FAN were and what they do. Within minutes of being told a story of a young homeless Mum who was desperate to become a Chef I asked what is stopping her.

The reply was the funds needed to pay for books, uniform etc. How much are talking about I asked, and the reply was \$500.00. I couldn't believe \$500.00 was stopping someone who desperately wanted to learn and improve their situation. As they say there but for the grace of God go I and it was a no brainer for me.

I went straight out to my car wrote out a cheque for \$500.00 (yeah we still used cheques in those days) and asked just one thing please let me know how she goes with the course and how do I get involve with this FAN group.

I was given the contact for Sue and after a few phone calls and a couple of interviews I was finally able to join the board the of FAN. As an Estate Agent youth homelessness was something that touched me deeply. If I could contribute something in my capacity as an Estate Agent I would be honoured to help.

And so began an amazing 6-year journey.

As for the girl who wanted to become a Chef. 12 months after I wrote the cheque received a beautiful letter from her saying that not only had she been able to get her books etc, but she had also completed her course was employed full time as an apprentice, and had just taken possession of her first private rental property so that she and her Daughter had somewhere safe to live. Needless to say, I was incredibly moved to think that my small donation had helped change someone's life, and that is what this amazing organisation does.

Congratulations to you all, for providing the opportunities that you do and for the outcomes that you achieve, you still punch well above your weight division and inspire others to better and support those that would love to as well". **Brett Phillips**

"HAPPY 40TH BIRTHDAY FAMILY ACCESS NETWORK!"

My name's Natalie, I'm a mother of 4 boys. And a proud member of FANS young mums group for basically 8 or 9 years... I had my first son Paulie at 17years old. When my second son Peter was born, I started coming to fans mums group with a friend. And instantly we loved it! I'd been to a few "mums' groups" but most of them were just solely focused on the children and activities for them. But FANS was a mixture. They had activities for us too And I loved that! Through my years at FAN. I've done so many things from arts and crafts, outings, cooking, first aid, swimming lessons, parenting courses and much much more. I absolutely loved arts and crafts and would always be the last one to pack up. The mums group became the one thing I looked forward to every week! As my two boys grew and started going to kinder and school, I started getting a bit "old" for a young mums group. But the thought of leaving was saddening. Then I had my third son Prestin and cutting it even closer to being outside the age group. Fan allowed me to still come with Prestin. And he LOVED it! I couldn't imagine my life without my mum's group So in a speech at an AGM in 2019 I ended my speech saying " I never want to leave, so if you ever want someone to help run it I'll do it for free! " So I became a volunteer! BUT sadly covid hit. And I was pregnant with my 4th son Parker and was extremely ill throughout the pregnancy.

Being a part of the mums group actually saved my 4ths son's life. At one of our weekly sessions we had a first aid teacher come out and show us how to do CPR and stuff. When my baby boy was 3 weeks old, I woke to my husband screaming... Parker was grey and limp and not breathing. I immediately remembered what I was shown in that group session. And started CPR. When the ambulance got there as they walked in. Parker cried! If it wasn't for that first aid lesson during the young mums group. My son would most likely of died or been permanently brain damaged from lack of oxygen. The doctors said because I acted so fast. It saved his life. I wouldn't of known CPR if I didn't go to fans mums group. For that I am forever thankful.

FAN became like a family to me. I loved all the employees there. They helped me through so many life situations. From helping with food hampers in struggling times, helping me with baby supplies, being there for me to have someone to talk to and so so much more. will always hold my memories from my years of being a part of the family access network family close to my heart.

IWith so much love and thanks.

HAPPY 40TH BIRTHDAY FROM YOUR BIGGEST FAN!!" Natalie Robson

"Wow, what a journey it's been turning the big 40.

I joined Family Access Network in late 2013 being homeless and not knowing what the future would hold. I meet a new staff member at the time Michelle who did my intake form and from there I was placed into short term accommodation then was moved in to a single home. I've then was offered private rental, which once again FAN helped out once again with the First month and bond.

FAN has helped out so many people in the last 40 years which so many people congratulations with turn 40". **Justin Bonney**

Recognition and Awards

Stephen B McLoghlin Encouragement Award

Stephen McLoghlin 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 McLoghlin preceded that by several years.

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

Stephen B McLoghlin Encouragement
Award recipients for 2021 are:
Patricia Fuge and Daniel Cutts

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 McInroy
2020: Romie Haroun & Nartascha Issamael

Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award
recipient for 2021 are:
Sophie Howard & Alex Mitchell

Previous Recipients:

1994: Katrina White & Emma Morecroft	2008: Illaria Starlit, Stacy Palmer & Melinda Waterworth
1995: Amanda Dywer & Kareem Hamid	2009: Jess Portuguese, Apryl Ennis & Mary El-Hennawi
1996: Annerliegh Parkinson	2010: Xavier Evertiz & Samuel Rhodes
1997: Melissa Plain, Angela Boyd & Paul Steur	2011: Racheal Hughs & Skylar Rush
1998: Matt Jones & Kerry Warren	2012: Simron Shivagni & Elle Marcombe
1999: Kylie Ives	2013: Jessica Pagramm & Monique May
2000: Andrea Fox & Cherie Davis	2014: Claire Kelly & Jordan Smith
2001: Melissa Clemans	2015: Lauren Abbot
2002: Lauren Jones & Lani Elkin	2016: Natalie Robson & Ryan Kennedy
2003: Jaycie Duncan & Elise Ramage	2017: Abby Schwav & Gabrielle Hollowood
2004: Kathryn Lea & Matthew Richardson	2018: Lara Jamieson & Harley Bowra
2005: Tessa Daniels & Katrina Vanderwiel	2019: Allison Johnson
2006: Gypsy Bates & Bronwyn Smith	2020: Evelyn Pitman & Codie-Lee Currie
2007: Erin McLoney & John Newton	

Leo Clarebrough Volunteer Recognition Award

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

Previous Recipients:

2016: Alan Rogerson
2017: Dimi Hoppe
2018: David Burlew
2020: Brooke Fletcher and Joe Horak

Honorary Life Members

Wendy Brooksbank (dec)

Robert Joynt

Debbie Brown

Ted Long (dec)

Sue Carlile

Steve McLoughlin (dec)

Olive Clark (dec)

Allan Rogerson

Leo Clarebrough (dec)

Tony Sell (dec)

Rae Cook

David Webster

Rex & Sue Filson (dec)

Caroline Young

Shirley Ingram (Baird)

Colin Bellis

Helen Killmier

David Burlew



Strategic Plan 2021-2024

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 40 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 forty years of operation has passed since the organisation's 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, and LGBTIQ+ young people who are experiencing or at risk of homelessness including:

- Homeless Support Services, incorporating
 - Transitional Support Program – case management;
 - Private Rental Brokerage Program – Creating Connections;
 - LGBTIQ+ young people Programs
 - Housing Establishment Fund
 - Homeless Youth Dual Diagnosis Initiative
- Pathways to Resilience –Family Violence Therapeutic Initiative
- Life Skills and Volunteer Programs
- Children's Program – Early Years;
- Equity Support Program

Mission Statement

Family Access Network will provide support to young people, young families and accompanying children and LGBTIQ+ young people who are experiencing or at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions.
- Development of programs and services to meet current and emerging needs.
- Provision of social and life skill development opportunities.
- The above is informed by data analysis, program reviews, and engaging in research.

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, and LGBTIQ+ 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, LGBTIQ+ 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 Housing and Homelessness Agreement
- Specialist Homelessness Sector Reform
- Social Housing Strategy
- Best Interest Framework for Vulnerable Children and Youth
- Child Safe Standards
- National Disability Insurance Scheme
- Alcohol & Other Drugs and Mental Health Reforms
- Royal Commission into Victoria's Mental Health System
- Royal Commission into Family Violence
- Royal Commission into Institutional Responses to Child Sexual Abuse
- Social Services Regulation Reform
- Reconciliation Action Plan
- Gender Equality Act
- Environmental, Emergency and Pandemic Planning

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 processes, 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:** Maintain 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:** Deliver and advocate for best practice services for LGBTIQ+ young people 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:** Implement and advocate for services for young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islander, and those impacted by family violence, mental health, disability – intersectionality

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:** Ensure that leadership is driven and underpinned by FAN's mission, vision, values and philosophical principles. Capacity to do is developed and supported.
- Goal 2:** Foster and develop FAN's organisational culture and style ensuring that staff, volunteers, and young people are active participants in the process.
- Goal 3:** Maintain FAN's capacity to attract and retain committed, skilled, and innovative workers who share – and can add value to FAN's vision and mission.
- Goal 4:** Maintain 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:** 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
- Goal 2:** Continue to seek out organisational 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:** Board and staff to engage in training/professional development linked to core competencies to ensure the delivery of quality services within robust frameworks

Key Direction 4 Strategic Alliances and Partnerships

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

- Goal 1:** Ensure that all current organisational partnerships are monitored and reviewed 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:** Identify partnerships and alliances with appropriate external organisations, 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 in areas of specialisation.
- 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, as well as program review and design.
- Goal 3:** Further strengthen and foster internal research, development and review into FAN's model, programs, and services.

Quality and Accreditation

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

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

In November 2020, we undertook our fifth cycle of Accreditation and on this occasion assessed against three standards – Quality Improvement Council, Department of Health and Human Services, and the Rainbow Tick Standards – we successfully MET all Standards. Rainbow Tick saw us rated with 13 EXCEEDED practices. The following is an excerpt of the key comments from the external review panel, including the accreditation outcome ratings against the three sets of standards.

Quality Improvement Council Standards

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

"Feedback from clients and stakeholders showed a high regard for the staff and their inclusive practices, a client centred approach aimed at empowering clients to overcome challenges and become more resilient. The client awards stand out as demonstrating the high regard the organisation puts on the client experience, rights, participation and empowerment."

Department of Health and Human Services Standards

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

"Feedback from clients and stakeholders showed a high regard for the staff and their inclusive practices, a client centred approach aimed at empowering clients to overcome challenges and become more resilient. The client awards stand out as demonstrating the high regard the organisation puts on the client experience, rights, participation and empowerment."

Rainbow Tick Standards

It is worth noting that FAN was not under any funding obligation to undertake the Rainbow Tick Standards but undertook to do so out of commitment to their work with LGBTIQ young people. FAN's CEO contributed to the development of the Rainbow Tick Standards and Evidence Guide. As mentioned above we exceeded in 13 practices which is a wonderful achievement.

"Family Access Network (FAN) is highly respected for its longstanding role in serving the community, in particular young people and families, and the leadership role undertaken by the organisation in supporting diversity and inclusive practice, particularly for the LGBTIQ+ Community".

Homeless Support Services

FAN's Homeless Support Services (HSS) program is a collection of specialist programs funded by the Department of Families, Fairness and Housing (DFFH). 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 2020-2021 reporting period, a total of **86** people were assisted by the HSS team. The 86 supported people consisted of **61** young people and **25** accompanying children.

In addition, the HSS team supported a further **63** young people by accessing FAN's Housing Establishment Fund (HEF) reflecting an increase of 133.33% in support from the 2019-2020 financial year. **47** young people accessed the General Youth HEF which includes **10** clients from the International House Partnership, whilst an additional **16** accessed the LGBTIQ+ Youth HEF. The total amount spent for both HEF's was \$36,209.50. The split between the two streams were \$25,014.50 for General HEF and \$11,195 for LGBTIQ+ HEF. An additional \$19,386 was spent in the International House Partnership with The Salvation Army. Increased expenditure from the previous financial year reflects a significant rise in support for young people accessing emergency accommodation as a result of COVID19.

The majority of young people accessing HEF were single, with 45 identifying as single, 11 presenting as a couple and 7 as a family composition. In addition, 10 children were also supported through HEF. As expected, the majority of young people sought funding for emergency accommodation for reasons relating to COVID19. Out of the 63 young people presenting for HEF, 32 required COVID19 emergency accommodation, 12 needed funding for crisis accommodation (not related to COVID19), 4 for removalists, 6 for whitegoods, 5 for rental arrears and 4 for rent in advance. In response to the COVID19 epidemic, additional HEF funding was provided by Department of Families, Fairness and Housing (DFFH) to combat an increase of people in the community experiencing financial stress and hardship.

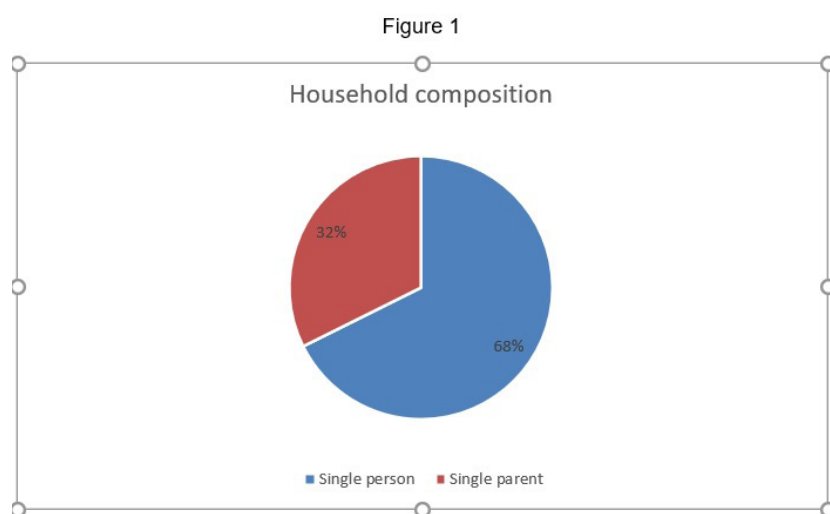


Figure 1 highlights the household composition for the young people who were supported by the HSS team during the 2020-2021 reporting period. The majority of households supported by FAN were singles (68%). This could be attributed to a higher rate of singles being able to obtain private rentals as they have the option of moving into a share-houses, which are more affordable. Families have found it difficult to obtain private rentals during the COVID19 epidemic due to a competitive market, resulting in longer support periods in transitional housing.

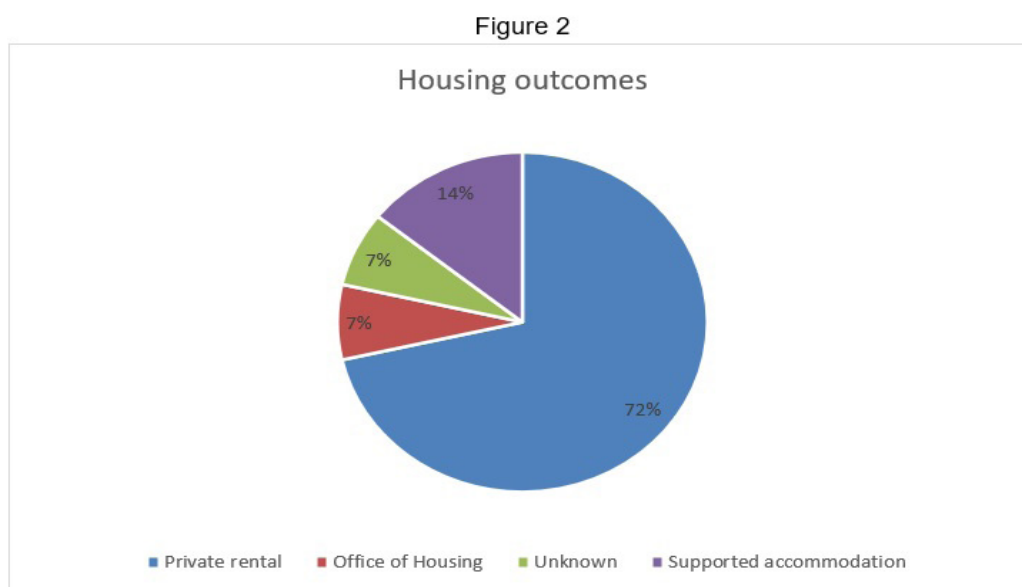


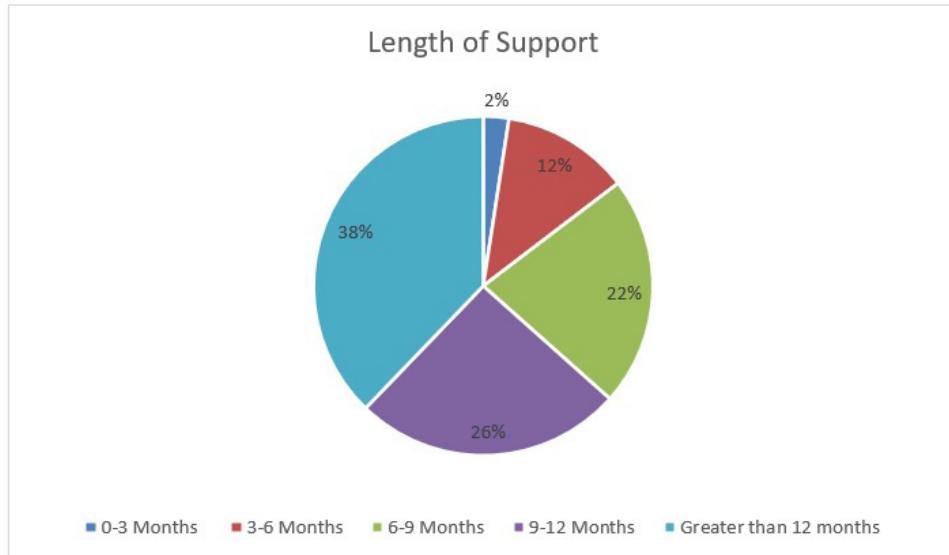
Figure 2 outlines the housing outcomes that the young people exited into in the 2020-2021 reporting period.

Clients exiting into private rental accounted for three quarters of the total exits (77%), representing the importance of the Private Rental Brokerage program in supporting independence and creating pathways out of supported accommodation.

The HSS team has seen a decrease in the number of exits into Office of Housing properties from 13% last reporting period to 7% for the current reporting period. Several families supported by FAN have been on the priority Victorian Housing Register for a period of longer than 3 years.

An emerging trend is the declining number of young people returning home or exiting to live with a family member. For the period of 2020-2021, no clients exited to return home which is down from 6% in 2019-2020 and 13% from 2018-19. Due to the COVID19 epidemic there has been a rise in family violence which has correlated with fewer clients exiting to return home. A high prevalence of mental health and family violence continues to be a presenting concern for young people accessing FAN's services. 83.33% report poor mental health and 96.7% have reported experiencing family violence. Poor mental health continues to be a barrier to employment, resulting in financial stress. Without family support and often strained relationships, young people often have no suitable housing. FAN recognises the importance of providing wrap-around support to young people to empower them and find pathways to safe and secure housing. FAN, as part of the HSS program collaborates with a number of organisations and support services to provide holistic support. FAN provides tailored support to address the needs of the young people that we support, assisting young people make connections with mental health services, education, health, family violence support, social connections and employment services.

Figure 3



The length of support FAN has provided its clients has increased significantly due to the COVID19 epidemic. As shown in figure 3, 38% of clients have been supported for a period greater than 12 months. In contrast, prior to the COVID19 epidemic (2018-2019) 94% of clients exited THM's within 12 months. The longer support periods can be attributed to a tenancy moratorium that was put in place in response to COVID19 so that tenants were unable to be evicted from their properties. This resulted in a number of young people being able to stay in THM for longer than the usual 10-month lease. The longer support periods are also a result of broader byproducts of COVID19, such as reduced Office of Housing offers, a competitive private rental market, higher rates of unemployment and increased financial stress.

Alsorts - LGBTIQ+ Response

Established in 2006, FAN's Alsorts program was created in partnership with the ALSO Foundation – a specialist organisation that worked with the LGBTIQ+ community. Although the ALSO Foundation ceased to exist in 2012, FAN continued to offer state-wide holistic support to young people who identify as part of the LGBTIQ community. FAN provides a specialist, unique support that is respondent and attentive to the needs of the LGBTIQ+ community.

During the 2020-21 reporting period, the client services team supported a total of 7 LGBTIQ young people through transitional housing and a further 83 young people through Eastern Diversity Group (EDG) & Engage. FAN received 20 referrals for LGBTIQ+ transitional housing during the reporting period. For young people unsuccessful in obtaining transitional housing, FAN provided other support through its programs such as HEF, PRBP program, HSS outreach and LGBTIQ+ peer support groups. Of the 20 referrals, 5 young people were able to find alternative accommodation and a further 3 stated they did not require immediate accommodation but may need support in the future. 3 young LGBTIQ+ are still currently waiting to access to FAN's LGBTIQ+ transitional housing. These young people have been offered support in the interim, until a vacancy presents itself.

In response to the high demand of LGBTIQ+ specific housing, FAN recently increased its LGBTIQ+ response, providing for an additional property with capacity to support 4 young people.

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. The program provides young families with an educational pathway from Transitional Housing into private rental accommodation. During 2020-2021 the Orcadia property supported one young mother and her child who are currently applying for private rental properties. During their stay over the past year, the mother has been able to develop independent living skills, budgeting and have greater financial independence.

International House

FAN partnered with The Salvation Army and International House in October 2020 to provide a case managed response to young people staying in the available units/accommodation at the Burwood International House site <https://www.internationalhouse.com.au/>

This has been for young families, singles, partners and LGBTIQ+ shared young people. We have provided a wraparound response via case management, groups, pathways to education, referrals, and private rental.

For the reporting period to June 2021 the total of young people and children involved in this program was 9. FAN has provided a case managed response to 7 of these young people and children. Out of the 7 young people and children, there is 1 family composite, 1 couple, and 2 singles. 1 of the young persons identified as a part of the LGBTIQ+ Community.

We have had an amazing outcome with over 90% of the young people exiting with a private rental outcome or long-term housing.

Creating Connections Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program (PRBP) had another fantastic year with more young people securing and maintaining private rental housing and ending their experiences of homelessness. The PRBP is now in its 14th year of operation and continues to support young people by improving their capacity to obtain and maintain their private rental. In 2020-2021 the COVID-19 pandemic continues to create additional barriers for young people's access to the private rental market. Despite these challenges the program has once again supported many young people to establish and maintain their private rental tenancy, for the reporting year from July 2020 to June 2021 the PRBP has supported a total of 111 young people which includes 15 accompanying children, against the annual target of 42.

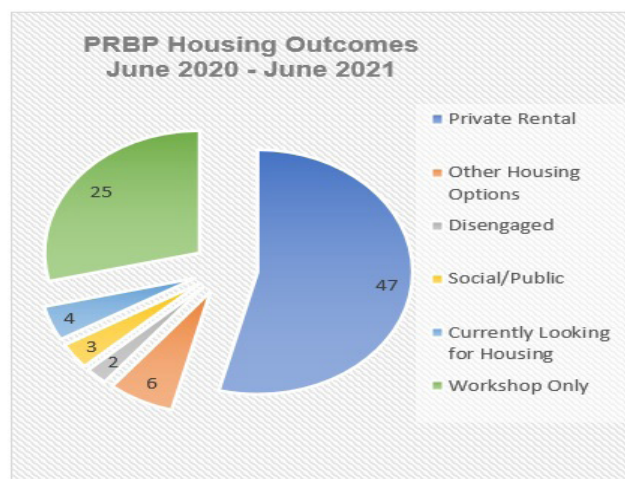
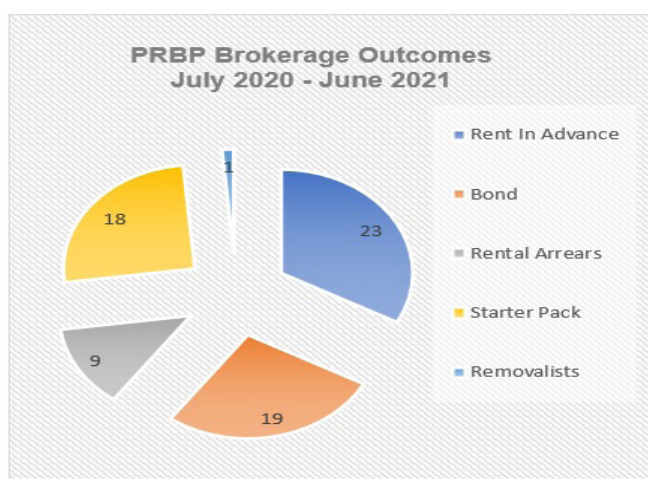
Young people continue to benefit from the broad range of support available in the program, utilising a person-centred approach which builds on the strengths that were identified during the assessment process. This enables workers to effectively develop their house hunting and application skills, as well as improving other living skills such as budgeting, cooking, cleaning, communication.

For those who were able to acquire their first private rental, new renters have benefited

from the program's starter packs, which includes essential whitegoods such as fridges, washing machines, referrals to Eastern Emergency Relief for furniture and K-mart vouchers to pick up those little items in between. Young people have also benefited from the Coles vouchers which has helped with the shock cost of when they first move into their private rental. Brokerage is available to help cover the cost of bond and rent in advance and removalist fees. During this reporting period young people faced additional financial stress due to the pandemic which resulted in drastic reduction in their income, the brokerage was used to help young people maintain their tenancy. Youth workers also provide additional support with advocating for our clients to landlords, head tenants and real estate agents to give them the best possible chance of breaking into the private rental market.

The PRBP delivered the *Home of my Own* workshop to EACH Integrated Therapeutic Care (ITC), the program was delivered in an online webinar over 3 weeks with a total of 25 young people attending the workshop. Through the workshops young people learned about support and services available to young people that are homeless, attendees were also educated and provided resources on the latest changes to the *Residential Tenancies Act 1997*. They were also provided with an overview of PRBP, subsequently, the program has received 4 referrals out of those workshops.

Additionally, *Gaining the Private Rental Edge* workshop was delivered internally to 4 members of the client services team. The workshop provided additional training to enhance their existing practice, the training included how workers better assist young people with cover letters, compiling references, budgeting and presentation tips when attending inspections as well as educating them on their legal rights as renter.



Life Skills Programs

FAN is in the twenty fourth 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-four period the Life Skills Program has been able to offer an extensive range of programs.

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.

A third program commenced in 2019 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.

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 can attend this group free from judgement and discrimination.

In 2020-2021 reporting period, a total of **77** mums and **92** children attended the group. This a total of **164** contacts for the reporting period. FAN noticed a decrease in young mums and children attending when groups were online.

YMG have recently secured a new venue called Burgess Family Center, it is local to our office in Box Hill. Over the year YMG have had the opportunity to have in person sessions including swimming lessons, Water Painting, trips to Cafe's, Parenting Cards, scrap booking, therapeutic art sessions and training sessions around Bringing up Great Kids. FAN has had an art therapy student helping with creating the activities for YMG.

In the last term YMG has been resilient and adaptive in consistently having to change sessions online. Although we have seen a decrease in numbers, members have said that are happy to come when sessions are back in person. FAN has been creative with online activity's, they include, mum's bingo, knitting, art therapy sessions, music therapy, mindfulness activities, board games, ice breaker cards, origami, and blackout poetry. FAN has also sent out food and resources to mums while attending online.

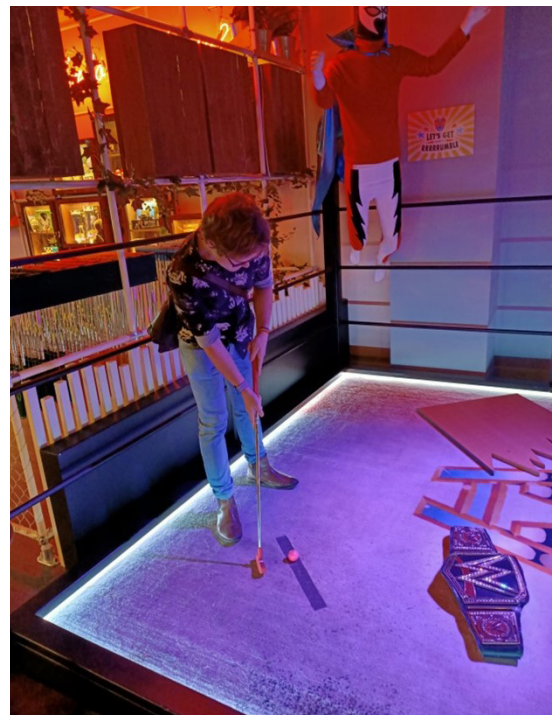
FAN will continue to provide a safe space for mums and children to attend although there is a barrier of being online. FAN will be creative and maintain the relationships with mums and children, while asking them for feedback on how they want to remain connected.

Eastern Diversity Group (EDG)

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 and uncertainty due to COVID19, EDG has been crucial in continuing to provide a safe social space for members of the LGBTIQ+ community. Members of the LGBTIQ+ community often experience higher rates of social isolation; discrimination from services; lack of family support; and experiences of violence and abuse. These issues have been compounded by COVID19, leaving members of the community increasingly isolated. EDG has been integral during this time in ensuring that members of the LGBTIQ+ community remain engaged and connected to support while also creating a space for information sharing and peer support.

EDG has been able to respond quickly and flexibly to health regulations with some sessions being able to be facilitated face to face, and others online during periods of lockdown due to COVID19. Activities in person have included excursions to Mini-golf, bowling, IMAX, Aquarium, Escape Rooms, picnics outside and Timezone. FAN also provided for arts and craft activities such as jewellery making, painting, candle making, origami and knitting. Due to COVID19, EDG has also provided online activities during times of lockdown such as playing video games together like Team Fortress, Minecraft, Super Smash Bros and Mario Kart and Jackbox Games.



Eastern Diversity Group

Volunteers Program

Volunteers have a pivotal role in the support FAN provides to young people and children. In 2020/21 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 2020-2021 year - To all out volunteers thank you for your time and effort.

Joe Horak (Lead Tenant resigned March 2021)

Brooke Fletcher (Lead Tenant resigned March 2021)

Ray Adcock (Lead Tenant)

Caitlin Frost (Lead Tenant)

Rain Flavell (Lead Tenant)

Peter Spriggins (Lead Tenant)

Anu Chandra (Mentor)

Laura Pietromartire (Mentor)

Jo Lettenmaier (Mentor)

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.

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. LGBTQI+ young people often face discrimination, harassment and disadvantage in the workforce. In addition, 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. 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.

During a time of social isolation and high unemployment rates due to COVID19, 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. Due to COVID19 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. The Whole Package program was due to finish at the end of 2020, however in response to the impact of COVID19 in facilitating programs, the Victorian Government extended funding for an additional year. The Engage program is now due to finish at the end of 2021.

For the 2020-2021 reporting period, the Engage program has supported a total of **66** young people.

These activities included:

- Online Art Therapy workshops
- First Aid and CPR
- Responsible Serving of Alcohol Certificate
- Food Handling Certificate
- Mindfulness

At the end of every year young people who have assisted in the brainstorming and planning activities participate in an end of year celebration to acknowledge their contribution to the program.



Children's Program

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

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

- Generalist Counselling
- Speech therapy
- Material Aid
- Assistance with school fees/uniforms
- Swimming lessons
- Auskick
- Community Health Dental

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 did not receive funding for this program in the 2020 to 2021 period but continued to provide the program on a smaller scale. We are currently looking for funding as it is a pivotal program for young families and their children.

The Children's support worker supported **7** young mums and **8** accompanying children during July 2020 to July 2021 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 2020 reporting period the project completed the update of Alsorts report *LGBTIQ+ Inclusivity in Homelessness Support for Young People: An Alsorts Approach*.

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

In 2019, FAN joined the Pathways to Resilience partnership. Pathways to Resilience is the outer east metropolitan regions integrated family violence therapeutic response program. Pathways to Resilience' is an integrated therapeutic service to adults, young people and children with experience of family violence which is delivered in partnership with Uniting Ringwood, Safe Futures Foundation, Australian Childhood Foundation and EACH.

FAN as part of the 'Pathways to Resilience' program offers a therapeutic support group for LGBTIQ+ young people aged 15-25 who have experienced family violence. Young people who are of diverse gender identities and expressions, sexualities, and/or sex characteristics will have the opportunity to create peer connections, build individual wellbeing, and better understand the dynamics of family violence and how they can intersect with homophobia, biphobia, transphobia, and/or intersexphobia.

FAN provides for both 1:1 counselling support and support in a group environment. The group – 'Talking with Pride' launched in 2020. The program has provided 1:1 and group therapeutic support to **14** young LGBTIQ+ people over the reporting year with **91** contacts.

The group focused on wellbeing and resilience, mindfulness and psychoeducation of trauma and healthy relationships. Participants who have now graduated from the program are invited to attend EDG so that support is ongoing.

Despite lockdowns and COVID19, EDG was able to maintain consistent attendance with 17 young people engaging during the reporting period. EDG has had 177 contacts between 2020-2021 which is a 59.89% increase from the previous reporting period, reflecting the consistency and demand for young LGBTIQ+ people to continue to connect and socialise during a period of uncertainty and social isolation.

FAN in collaboration with Whitehorse Council Youth team, FReeZA Flying Pig Events, EACH and Headspace were also able to celebrate IDAHOBIT (International Day against Homophobia, Biphobia, Intersexism and Transphobia) by having a rainbow presence at Box Hill Central. FAN engaged with a chalk artist to create a huge 3D rainbow magic carpet that people in the community could take photos with. There was also lots of freebies provided by other organisations such as rainbow ribbons and stickers and also provided was fairy floss, temporary tattoos, info, a DJ, snacks and many more activities. The day was a huge success, with many members of the community participating to celebrate diversity and take a stand against discrimination.

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 have often hosted EDG and provide collaborative support.

Peer Leadership Program

The Peer Leadership Program was delivered during term 4 of 2020, 3 young people completed the program. One participant joined the program to increase their confidence in group work and develop their learning capacity. In 2021 after 4 years out of the education system they enrolled and currently completing a Cert. IV in Youth Work.

This year we further developed the learning materials and activities to enhance the delivery of the program, we have been fortunate to have Art Therapist Student Stephanie Lim who has kindly provided her creative talent to create a variety of resources for the program these includes an ice breaker activity game, program-centred reflective practice cards, participant resource book and a team building activity. The program is now ready to be delivered in face-to-face capacity. In 2021 The program also held a Young Leaders Day to celebrate Victorian Youth Week, Young Leaders in programs took charge of the event and organised a fun filled day full of activities.

Homelessness 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. The HYDDI initiative has received recurrent funding from the government in 2020, which is welcomed by all and shows the ongoing value of the position within the sector.

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.

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. 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 has taken a secondment for 12 months from HYDDI and we look forward to working with her replacement Tie-Rong Chen.

Client Services

Achievements and Outcomes

Despite the challenges of the year FAN continue deliver positive outcomes for our clients. The team has remained focused on helping young people achieve their goals, so they live the life they desire to lead. During this reporting year where we continue to navigate the challenges of the COVID19 pandemic. The client services team have been adaptive in our practices and have been able deliver positive outcomes for young people.

Young people were also assisted with housing, referral pathways including LGBTIQ+ specific health, mental health, legal and AOD referrals. This year clients have experienced increase in financial distress, we've been able to help ease the burden through our material aid program. This helped our clients purchase essential items such as groceries, medication, and hygiene products. We have also assisted several young people with receiving their COVID-19 vaccinations.

During this reporting period we assisted four young people access and implement their National Disability Insurance Scheme (NDIS) Plan, our clients were supported through what can be complex and difficult process. This has enabled them to access the necessary services to manage additional barriers in their everyday life, for example funding has been used to access health and mental health services such as counselling, speech therapist and group work as well services to assist with daily task such as transport and cleaning.

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

- Social support (FAN's EDG, PLP, Engage, & YMG)
- Therapeutic group work (Talking with Pride)
- Private rental and shared accommodation support (FAN's PRBP)
- Homeless Youth Dual Diagnosis Initiative (HYDDI)
- Family Violence support (Anglicare & EDVOS)
- LGBTIQ+ Support (Rainbow Door)
- Disability Support (Life Without Barriers, Elevate Support)
- Counselling - general (FRMP, Headspace, Gold Coast DBT)
- Counselling - sexual assault (ECASA)
- Counselling - LGBTIQ++ specific (Drummond St Queer Space)

- Counselling - child specific (CYMHS, Felix & Sage Psychology)
- Counselling – financial (Anglicare)
- Mental Health Support (CYMHS, EACH & Neami ITC)
- General Practitioners
- Sexual Health (Family Planning Victoria)
- Health – LGBTIQ++ specific (Monash Gender Clinic)
- Dental Care (Carrington Health & EACH ITC)
- AOD Support (Anglicare & YSAS Ringwood)

Parenting Support (Child FIRST, Mackillop Family Services & QEC Cradle to Kinder program & Starting Out Young Mum's program)

- Maternal & Child Health Services
- Children's Brokerage (Uniting)
- Legal support (ECLC & Legal Aid)
- Household Furnishings & Material Aid (Eastern Emergency Relief Network)
- Employment Support Services (HYPA & WCN Jobs co.)
- Education Support including Student Wellbeing (RMIT, Templestowe SC & MacKillop College)
- Educational pathways (Expression Employment & Box Hill TAFE)
- Whitehorse Community Resource Centre
- L2P Program (Boroondara and Manningham Youth Services)

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 secondary and tertiary education. While COVID-19 has limited young people's opportunity to meet, learn and interact with their peers, the financial assistance provided by young people has helped them stay connected digitally through the purchase of laptops, webcams, and software packages.

The Family Reconciliation Mediation Program (FRMP) provided much needed support to enable young people to access therapeutic care to address past and on-going mental health issues related to trauma, anxiety, and depression; and developing healthy coping mechanisms. This year our team have provided feedback and suggestions on the application process and the scope of the program's therapeutic responses. We would like to acknowledge and thank the Melbourne City Mission FRMP for listening and taking our suggestions which in turn has made the program more accessible for our clients.

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 575 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
- 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
- St Kilda Mums: car seats, prams and general items for babies and young children.
- Share the Dignity – items to assist client needs.
- Street Smart for bedding packs for the young people and children
- 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, Oriana, Michael, Maddie and Miles
 - Policy and Legislation
 - QIP/Accreditation
 - Risk management
 - OHS
 - Environment
- Lesbian Gay Bisexual Transgender Intersex Queer (LGBTIQ): Chaired by Miles; members Sue, Michelle, Aaron and Vanita
- Client Participation & Engagement: Chaired by Aaron; members Michael, Maddie, Miles, Jaime
- Staff Wellbeing: Chaired by Oriana; members Aaron, Michelle and Michael
- Children & Young Families: Chaired by Maddie/Vanita; members Sue, Michelle and Oriana
- Young People & Family Violence: Chaired by Aaron; members Sue, Michelle, Miles and Vanita

Financial Report

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30TH JUNE 2021

	2021 \$	2020 \$
Income		
Government Funding		
Dept Families Fairness and Housing	508,345	469,670
Dept Families Fairness and Housing	31,572	30,120
Dept Families Fairness and Housing Brokerage	195,061	194,984
Dept Families Fairness and Housing Eastern Health HYDDI	23,459	22,436
Dept Families Fairness and Housing (LGBTIQ)	66,908	43,100
Dept Families Fairness and Housing (FV)	63,700	18,653
Department of Premier and Cabinet Engage & Other	34,508	27,100
Youth Affairs Vic – Hey Grant	10,000	0
	933,553	806,063
Other Funding Received		
City of Whitehorse	54,435	58,569
City of Maroondah	716	0
Philanthropic Trusts	13,200	21,097
Rotary Club of Box Hill	0	21,000
Deakin University	5,000	0
	73,351	100,666
General		
CEEP & Other Brokerage	0	6,622
Property Rental	17,589	17,446
Other Income	17,891	55
Donations received General	20,680	18,110
Federal Gov't Cash Flow Boost	10,163	0
	66,323	42,233
Interest Received	1,053	3,695
Surplus/(Deficit) on sale of property, plant, equip	0	0
TOTAL INCOME	1,074,280	952,657

FAMILY ACCESS NETWORK INC

	2021	2020
Expenses		
Housing Establishment Fund	53,516	12,647
Life Skills programs & Workshops	9,421	8,186
Life Skills (LGBTIQ)	209	3,866
Other programs / CEEP	15,197	20,031
Brokerage	65,218	65,676
Total Program Expenses	143,561	110,406
Depreciation	8,186	8,347
Audit	4,900	2,400
Office Operating	123,606	75,666
Office Utilities	22,187	28,446
Rent	9,000	16,395
Staff recruitment	963	259
Staff Oncosts	10,603	8,401
Superannuation	61,590	56,101
Volunteer Expenses	0	1,125
Wages	671,000	638,988
Workcover	10,962	8,845
Total General Expenses	922,997	844,973
Total Expense	1,066,557	955,379
Surplus(Deficit) from ordinary activities	7,722	(2,722)
Other Comprehensive Income/(Expense)		
Program Development Reserve	0	12,500
Motor Vehicle Reserve	0	(3,960)
Net Surplus attributable to the association	7,722	5,818

STATEMENT OF FINANCIAL POSITION

AS AT 30TH JUNE 2021

		2021	2020
ASSETS	Note	\$	\$
CURRENT ASSETS			
Cash and Cash Equivalents	3	250,790	255,442
Trade and Other Receivables	4	8,849	5,482
Other Current Assets	5	212,689	217,962
TOTAL CURRENT ASSETS		472,328	478,886
NON-CURRENT ASSETS			
Property Plant and Equipment	6	535,565	107,398
TOTAL NON-CURRENT ASSETS		535,565	107,398
TOTAL ASSETS		1,007,893	586,284
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	7	47,627	39,747
Current Tax Liabilities		17,385	17,434
Employee Entitlements Provision	8	120,704	132,945
Contract Liabilities	9	81,502	143,517
TOTAL CURRENT LIABILITIES		267,218	333,643
NON – CURRENT LIABILITIES			
Financial Liabilities	8	0	0
TOTAL NON – CURRENT LIABILITIES		0	0
TOTAL LIABILITIES		267,218	333,643
NET ASSETS		740,675	252,641
TOTAL EQUITY			
Retained Surplus		182,403	174,681
Reserves		558,272	77,960
TOTAL EQUITY		740,675	252,641

FAMILY ACCESS NETWORK INC

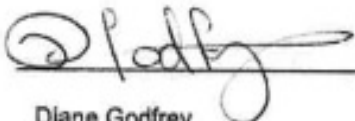
STATEMENT BY MEMBERS OF THE BOARD OF GOVERNANCE

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:

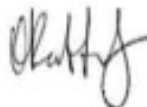
- 1 The financial statements and notes satisfy the requirements of Australian Accounting Standards the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012.
- 2 At the date of this statement there are reasonable grounds to believe that Family 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 10th September 2021



Kelly Rafferty
Treasurer

Dated this 10th September 2021

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 Families Fairness and Housing [Homeless Support Services]
- Department of Families Fairness and Housing [Housing Establishment Fund - including SSATI HEF]
- Department of Families Fairness and Housing [Private Rental Brokerage Program]
- Department of Premier & Cabinet [Youth Affairs]
- Department of Families Fairness and Housing [LGBTIQ Capacity Building Project]
- - Department of Families Fairness and Housing [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 Countrywide Social Club

Canterbury Council of Churches

City of Whitehorse

DACHS Group Printers

Deakin University

Department of Families Fairness and
Housing
Department of Premier & Cabinet

Eastern Health

Eastern Emergency Relief

Gateway LLEN

KevCom

Kogo

Lion's Club Box Hill

Lord Mayors Charitable Fund

Mackillop Family Services

Maroondah City Council

Melbourne Inclusive Church

Orcadia Foundation - Caroline & Derek
Young

Paypal Giving Fund

Ringwood Magistrates Court

Rotary Club of Box Hill

Rotary Club of Forest Hill

Share the Dignity

St Kilda Mum's

Street Smart

The Salvation Army

YacVic - HEY Grant

Allan Rogerson

Ange Morgan

Benjamin Allan

Brett Philipp

Colin Bellis

Dalia Alsuwayt

David Burlew

Donald Kay

Malcolm Romano of Designsense

Mark Pitruzzello

Jo Sill

Acronyms

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

ACF	Australian Childhood Foundation
AFAIM	Associate Fellow of the Australian Institute of Management
AGM	Annual General Meeting
ANZACATA	Australian, New Zealand & Asian creative arts
APSMA	Asia Pacific Professional Services Marketing Association
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
DFFH	Department of Fairness, Families and Housing
DHHS	Department of Health and Human Services
EACH	Eastern Access Community Health
ECASA	Eastern Centre Against Sexual Assault
ECLC	Eastern Community Legal Centre
EDG	Eastern Diversity Group
EDVOS	Eastern Domestic Violence Service
EHN	Eastern Homeless Network
FAN	Family Access Network
FRMP	Family Reconciliation Mediation Program
LGTBIQ	Lesbian, Gay, Transgender, Bisexual, Intersex and Queer
HEF	Housing Establishment Fund
HSS	Homeless Support Services
HYDDI	Homeless Youth Dual Diagnosis Initiative
IDAHOBIT	International Day Against Homophobia, Transphobia and Biphobia
ITC	Integrated Therapeutic Community
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
LLEN	Local Learning and Employment Network
MAICD	Member of the Australian institute of Company Directors
NPAH	National Partnership Agreement - Homelessness
OHS	Occupational Health and Safety
PRBP	Private Rental Brokerage Program
QIP	Quality Innovation Performance
RFVP	Regional Family Violence Partnership
SSF	Safe Futures Foundation
THM	Transitional Housing Management
YDA	Youth Development Australia
YFIC	Young Families in Crisis
YMG	Young Mums Group
YSAS	Youth Support & Advocacy Service