



Family Access Network Inc.

making a difference in young people's lives since 1981

41st Annual Report **2021 - 2022**





FAN

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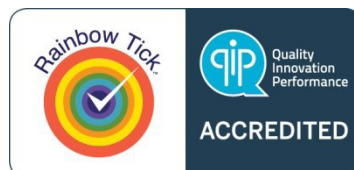


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Service objectives

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

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

The following defines 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 - Diane Godfrey

I welcome those reading the 2022 FAN Annual Report.

This year's AGM will be the first meeting in the FAN offices since the staff moved to in December 2019 only months prior to the restrictions imposed on everyone due to the Covid 19 pandemic.

Staff and clients have needed to be resilient to change and adapt service delivery according to lockdowns and illness, but they have continued to provide much needed support and services to our clients.

The Board has continued to meet either in person or via Zoom during the latter part of 2021 and moved to face to face meetings from February 2022.

The Board, in conjunction with the CEO, Sue Carlile, made the decision to extend the FAN Strategic Plan, which was due for review in 2020, into 2021. Although the board could not meet in person, a new strategic plan was implemented for 2021 and the 1st Year Implementation Plan was reviewed at a special board meeting in July 2022, with most actions fully met.

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, in 2014.

Congratulations to Sue and Michelle Thompson in securing Victorian Government funding for FAN to participate in an exciting new partnership with VincentCare (Lead), Drummond Street Queerspace (Joint Lead) and Uniting, to deliver an integrated LGBTIQ housing and homelessness response "Pride in Place".

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, Manager Client Services, Michael Woollard, Financial Administrator, 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, Bronwen Henry, Treasurer, Raylene Carr and Ange Morgan, who volunteer their time to ensure the organisation is operating as required. We welcomed a new Board member this year Annerliegh Pappos who brings a wealth of experience in policy and submission writing as well as knowledge of the mental health sector to the board.

We reluctantly say farewell to two long serving members of the Board this year, Kelly Rafferty and Jose Abalo, who will be retiring at the AGM. Both members have been of the Board for many years and have contributed greatly to the organisation over that time. In addition, we also say farewell to Raylene Carr this year. Ange Morgan has requested six months leave of absence from the Board commencing August 2022 and hope that they will return to the Board during 2023.

We look forward to continuing to provide valuable services for our clients and the community and to further exciting opportunities in 2023.

Diane Godfrey

Caring for the Community

"In my view, housing is a basic human right. Until people have a sense of security in their homes, it is very hard to address other issues in their life."

These are the words of Sue Carlile, CEO of Family Access Network (FAN). Based in Box Hill, FAN has been providing services and responding to the diverse needs of homeless and at-risk young people and young families since 1981. The organisation had its beginnings in the 1970s when support workers and community volunteers became aware of the growing issue of youth homelessness in the area. Nowadays, FAN has an array of support services, mentorship programs and resources for young people experiencing homelessness, LGBTQIA+ people and young families experiencing hardship.

In addition to their community-based work, Sue and the team at FAN have also contributed to innovative projects including the development of the Rainbow Tick Standard – an accreditation for community organisations that are committed to safe, inclusive practice and service delivery for LGBTQIA+ people – and training for workplaces on how they can improve their practice and understanding of LGBTQIA+ people.

"FAN started as a mainstream youth homeless response, but over the years we've evolved as the need has arisen – that's the value of a small and nimble group," said Sue.

FAN worked tirelessly throughout the COVID-19 lockdowns to ensure people experiencing homelessness had access to emergency accommodation.

"We worked in collaboration with the state government's Homelessness Emergency Accommodation Response Team (HEART)," said Sue

"We were also part of an initiative with International House, in partnership with Deakin University and the Salvation Army, where vacant accommodation previously used for international

students was repurposed to house young people and families experiencing homelessness. This had a very successful outcome, with almost all people moving into private rentals afterwards."

Sue said she saw the best and worst of humanity during the pandemic.

"For some of our young clients, it almost brought them to the brink mentally; but the generosity and kindness of the community during these hard times was incredible."

"When the panic buying was happening, young families with children struggled to get nappies and toilet paper. I was really touched when one of our former clients bought about 100 rolls of toilet paper and dropped them off at the office to distribute to our clients."

For Sue, it is this kind of dignity, respect and compassion that underpins the work she does at FAN.

"Homelessness is an experience, it doesn't define who someone is."

"You never know what someone is going through. People have a certain image of what homelessness looks like, and unless it directly affects you, it mightn't be something people give a lot of thought to. For young people especially, they may be experiencing homelessness due to family breakdowns or abuse, rather than their socioeconomic situation."

"At FAN, every response we do is tailored to that person individually, and wherever possible, we encourage them to be guiding the services and support they need that will enable them to move forward in their lives – doing it with them, rather than to them."





CEO Report - Sue Carlile

Making a difference in young people's lives since 1981

During the twelve-month period to June 2022, a total of **514** young people, including LGBTIQ young people, young families and accompanying children, accessed FAN's services; of those children represent **115** with more than 90% aged between 0 and 5 years. The full dimension of programs to support clients to address multiple and demanding challenges is captured in the reports that follow.

Department of Families, Fairness and Housing (DFFH) has funded FAN's core homelessness services since 1985. In responding to current and emerging needs, we continually review needs to build learning and capacity. As a result, 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 practice reflection and developing a learning culture; all staff are engaged in program evaluation and actively participate in 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), Operations Meeting and quarterly Program Reviews. In May 2022 we successfully undertook our Mid Cycle Accreditation Review, including Rainbow Tick, we are proud to be the first homelessness organisation to have successfully achieved Rainbow Tick Accreditation in 2014.

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 (Lead), Anchor, Salvation Army, and FAN. FAN delivers the Private Rental Brokerage Program. It is notable in the reporting year that the FAN PRBP component supported almost triple 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.
- *Homelessness Sector*: Homeless is FAN's core work and as a result we are an active supporter and participant of the Eastern Homelessness Service System Alliance, The Eastern Homelessness Network (EHN) Governance Group, EHN Team Leaders Network, the Victorian Homelessness Network (VHN), and we are also a signatory to the Everybody's Home campaign <http://everybodyshome.com.au/>

- *Pathways to Resilience* – Family Violence Therapeutic Intervention, Uniting (Lead), EACH, Australian Childhood Foundation (ACF) and Refuge Victoria (RV). FAN provides therapeutic response for LGBTIQ Young People, predominantly through group work with other individual support provided. During the past year there has been an increase in FAN's support to LGBTIQ young people under the age of 15, as well as a therapeutic school program called "MAT" (Martial Arts Therapy) in collaboration with TESSA
- *LGBTIQ Capacity Building Project* – FAN implemented a statewide LGBTIQ response in 2006, with 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 over 2019 and 2020. During that period 52 organisations with 614 participants received various forms of capacity building, as well as practitioner and management workshops, resources, conferences and journal articles. The project revised the 2006 Alsorts Report, resulting in the development of LGBTIQ+ Inclusivity in Homelessness Support for Young People – An Alsorts Approach. Although the formal project has completed FAN continues to be sought to provide LGBTIQ Capacity Building/Inclusive Practice to education, family violence, homelessness, and related services. The Alsorts Approach resource is consistently sought and circulated
- *Young Families in Crisis* – FAN, Uniting Ringwood, Salvation Army, and Anchor, to divert young families from unsuitable and unsafe crisis accommodation.
- *Family Violence Sector*: Family violence directly impacts more than 90% of all FAN clients – many outcomes intersect with the Homelessness sector as outlined above, we are also engaged in regional networks and statewide implementations, including but not limited to – The Orange Door Implementation, Regional Family Violence Partnership (RFVP) and practice groups, Family Violence Therapeutic Intervention and City of Whitehorse. FAN was also represented on the Family Violence Therapeutic Working Group and the Access and Equity Group as part of the RFVP. An LGBTIQ Specialist Youth Worker attends the Queer Family Violence Sector Network meetings.
- *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.
- *Q-EAST* – 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 partnered with International House (opposite Deakin University) to utilise vacant international student accommodation for young people experiencing homelessness. This was a successful use of a facility impacted by the pandemic and resulted in a high number of successful outcomes into private rental. The program concluded in November 2021
- Homeless Youth Dual Diagnosis Initiative (HYDDI) – in partnership with Eastern Health – Eastern Dual Diagnosis Service
- 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. Parity journal articles are included in the Annual Report.

- Pride in Place – officially launched by the Minister for Equality Harriet Shing and the Minister for Housing Danny Pearson 19 August 2022. The Victorian Labor Government has invested \$3 million for a new LGBTIQ+ Homelessness Support Service to assist LGBTIQ+ people who face challenges accessing housing, including young people.
- Pride in Place includes a team of 12 specialist staff working across homelessness services and LGBTIQ+ support services in Victoria – nine in Melbourne and three in Ballarat, so people can access support they need, where they need it. Pride in Place identifies and intervenes early to direct LGBTQIA+ people who are at risk of homelessness towards a pathway and place of safety. Consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and Family Access Network (FAN). This is a pilot project, funded until June 2024 and services LGBTQIA+ people in the Hume Moreland, Inner Western Metro, Outer Eastern Metro and Central Highlands Regions. FAN has been providing an LGBTIQ Homelessness response since 2006; we have been advocating for a robust service system response for many years. We are therefore very pleased to be a part of this consortium

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. 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”*. This continues to be valid. 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 others. Many of the peaks that FAN is a member of have also provided consistent and timely resourcing to the sector/s – which is greatly appreciated. And not least our appreciation and recognition to the sectors we work closely with, in particular homelessness and housing for the commitment and dedication to addressing the needs of clients, made possible by positive working relationships, collaboration, and generosity.

We are a relatively small team at FAN, what we achieve 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 few years, I value her enormously and my role would have been a very different experience without her.

I conclude with the Awards, which will be presented at the Annual General Meeting (AGM) – congratulations to Ray Adcock and Caitlin Frost for the Leo Clarebrough Volunteer Recognition Award, to Amber Hawker and Piper Harrington for the Rhys Fox Achievement Award and Lance Buesa and Estevan Pena for the Stephen B McLoughlin Encouragement Award.

Making a difference in the lives of young people as they transition into full participation in the community, secure in housing and able to pursue their future goals underpins all that we do at FAN.

Regards
Sue Carlile

Treasurer's Report

On behalf of Family Access Network it is my pleasure to present to you the Treasurer's report for the year ended June 30, 2022.

We would like to take this opportunity to recognise the ongoing funding from Department of Families Fairness and Housing (DFFH), for our core Homeless Support Services including transitional support, Private Rental Brokerage Program and Housing Establishment Fund. Pathways to Resilience Family Violence Therapeutic Intervention is funded through Family Safety Victoria. I would also like to acknowledge the support from City of Whitehorse over many decades in grants, through the Partnership Funding that supports the delivery of our Life Skills and Volunteer Programs, the Department of Premier and Cabinet which funded our Engage program that concluded this financial year and the Federal Department of Social Services which funded a Volunteers grant

In addition, we are grateful to other members of the community, Philanthropic Trusts and supporters who have contributed to our organisation through financial and in kind support, which ultimately supports additional programs and related equity supports for clients who access our services.

Financial Results 30th June 2022 Audited by E Townsend & Co

Our asset to liability cover of 2.82 is more than sufficient to meet our operational requirements. Our net assets are \$748,096

Surplus/Deficit

For the 21/22 financial year FAN generated an operating surplus of \$7,421 against a budgeted surplus of \$6,311. Total income for the year was \$881,001. Total expenses for the year were \$873,580. 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 government, community and philanthropic 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

Bronwen Henry
Treasurer

Board of Governance

Diane Godfrey (Chair)
Jose Abalo (Deputy Chair)
Bronwen Henry (Treasurer)
Hannah Hodges (Secretary)

Ange Morgan
Annerleigh Pappos
Raylene Carr (Resigned 2022)
Kelly Rafferty (Resigned 2022)
Sue Carlile (CEO) - ex-officio

Board Advisors

Caroline Symington
David MacKenzie
David Burlew

Diane Godfrey - Chair

Pronouns: She/her



Diane joined the Board in 2017 and became chair of the Board in October 2018. Diane has had a long career, initially working in banking, raising a family, and returning to tertiary study as an adult, at the same time as raising a young family.

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

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

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

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

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

Jose Abalo - Deputy Chair

Pronouns: He/him



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

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

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

Brownen Henry - Treasurer

Pronouns: She/her



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

In her role as Executive Officer at Gateway LLEN, Bronwen works with a wide range of individuals and organisations to develop and build sustainable partnerships that provide innovative programs to improve education and successful transitions for at-risk youth to further education, training or employment for young people in the Gateway region. In her down time, Bronwen is a yoga-loving mum of one and enjoys exploring Melbourne's hidden cafes and parks.

Hannah Hodges - Secretary

Pronouns: She/her



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

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

Hannah currently works in-house at a not for profit organisation resolving insurance and financial planning disputes. During this time, she has helped develop protocols for victims of family violence and worked on a submission to change the insurance industry's approach to disputes involving family violence.

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

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

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

Pronouns: They/them



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

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

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

Annerliegh Pappos

Pronouns: She/her



Annerliegh Pappos has worked in the community sector for over twenty years working in organisations that are committed to social justice. She initially worked in service delivery supporting people who have been impacted by the justice system to address their health and mental health needs, secure sustainable housing and address substance misuse issues. She moved into community development as part of the Neighbourhood Renewal program supporting low socio-economic communities to improve employment and learning outcomes and was one of the founders of the Northcote fruit and veggie swap held for many years at the Northcote Uniting Church.

For the last seven years, she has been a business development professional, designing service models and developing funding and policy submissions for state and federal governments. Since 2019 Annerliegh has worked for Neami National, initially in business development and more recently as a policy analyst, supporting Neami's goal to ensure all Australians have access to mental health support and sustainable housing. Annerliegh has a Bachelor of Social Science (Socio-environmental assessment and policy) and a Master of Social Science (Criminology).

Annerliegh owes much gratitude to Family Access Network; as a former recipient of FAN's homelessness support program, she welcomes the opportunity to contribute her lived experience to creating opportunities for young people experiencing a range of barriers, towards shaping the futures they desire.

Kelly Rafferty (Resigned 2022)

Pronouns: She/her



Kelly joined the Board in 2013 and is passionate about social justice and community connections. These focuses came early in her career and provided clear direction. They led to a 10-year career in Human Resources and carried through to her current role, in Corporate Social Responsibility with the Telstra Foundation. Kelly manages Telstra's employee supported giving programs, including the Telstra Kids Fund, a grassroots community grants program. Feminist, lifelong learner and crafter, Kelly holds a Bachelor of Arts, a Graduate Diploma in Human Resource Management and is currently studying towards a Masters in Community Development.

Raylene Carr (Resigned 2022)

Pronouns: She/her



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

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

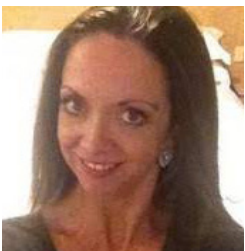
In former times, Raylene served on the Vermont South Community House Committee, while in recent times Raylene has enjoyed serving on a variety of advisory committees. In 1988 she established a home-based computer business which operated successfully for over 20 years.

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

Board Advisors

Caroline Symington

Pronouns: She/her



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

Caroline has a vast and varied professional history, with experience in sales and acquisitions of residential, commercial and rural property and of subdivisions and consolidations.

This experience extends from standard home purchases, through to international corporate transactions and from simple 'will makers' through to estate disputes. Working alongside and on behalf of developers, financiers, foreign investors, first home buyers through to multi property investors, Caroline aims to provide a unique understanding of the law, both theoretically and practically.

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

David MacKenzie

Pronouns: He/him



David MacKenzie joined the Board in 2012 and is an Associate Professor currently associated with the University of South Australia. He has a record of research and development on youth issues and youth policy and is widely recognised in Australia and internationally for his work on homelessness.

Over the past 20 years, David has served on several government advisory committees and task forces. He is co-author of *Youth Homelessness: Early intervention and prevention* (1998) as well as many reports and papers. In 2007-2008, David was one of the four Commissioners responsible for the National Youth Commission Inquiry into Youth Homelessness report, Australia's Homeless Youth (2008) which was influential on the development of the Federal Government White Paper, *The Road Home*. David's *Counting The Homeless* research pioneered a methodology for enumerating homelessness in Australia. David founded the NGO Youth Development Australia and most recently has launched Upstream Australia Ltd an NGO formed to provide backbone support and data management for communities funded to undertake the 'Community of Schools and Service' model of early intervention or COSS Model as well as working with an emerging network of communities seeking place-based collective impact reform around the COSS Model architecture and methodologies.

David Burlew

Pronouns: He/him



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

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
 - 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, same sex attracted transgender intersex young people FAN provides services that offer individual support according to their identified needs;

Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, 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.

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

- Goal 1: Ensure that all current organisational partnerships are 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.

FAN Staff Team



Sue Carlile
CEO



Michelle Thompson
Manager
Client Services



Michael Woollard
Financial
Administrator



Oriana Phutully
Youth Support
Worker



Aaron Ong
Youth Support
Worker



Jess Innes-Irons
LGBTIQ
Specialist
Youth Worker



Michelle Kiriama
LGBTIQ
Specialist
Youth Worker



Vanita Harris
Youth Support
Worker



Miles Milton (Resigned 2021)
Youth Support Worker

Program reports

Outcomes and Achievements

As we continue recover from the COVID-19 pandemic the Client Services team achieve positive outcomes with our clients. Despite these challenging times clients have remained focused on achieving their education and employment goals, thus enabling clients to work towards obtaining long-term housing. What that looks like depends on the clients goals, it could be reuniting with family, moving towards other supported accommodation like a Youth Foyer or Integrated Community Therapy model or acquiring private rental. The team has remained focused on helping young people achieve their goals so they can live a life they desire to lead. We remain actively aware of the structural and personal issues that young people experience today, we remain flexible in our approach and continue to adapt our practices to allow young people to achieve the goals they set out for themselves.

We continue to encourage young people to increase their social and civic participation through encouraging and facilitating young people to attend social and living skills groups, cultural events that celebrate diversity and promote opportunities that encourage the planning and development of activities in their community

Young people were also assisted with housing, referral pathways including private psychiatric services, neuropsychology referrals, legal and AOD support.

FAN continues to provide support through our community relief initiative, with young people who are experiencing sudden financial distress being supported with non-perishable foods, grocery vouchers, sanitary products and families have been supported with fuel vouchers to account for the rising cost of petrol.

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

- Social support (FAN's EDG & YMG)
- Therapeutic group work (Talking with Pride)
- Private rental and shared accommodation support (FAN & Anchor PRBP, PRAP Uniting)
- Homeless Youth Dual Diagnosis Initiative (HYDDI)
- Family Violence support (The Orange Door Inner & Outer East)
- LGBTIQ+ Support (Rainbow Door)
- Disability Support (EACH, Life Without Barriers, Elevate Support)
- Counselling - general (FRMP, Headspace, Yarra City Psychology, Live Life Psychology)
- 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 & Health Ability)
- General Practitioners (Headspace Hawthorn, EACH)

- Health – LGBTIQ specific (Monash Gender Clinic)
- Dental Care (Health Ability & EACH Ringwood)
- AOD Support (YSAS Ringwood)
- Parenting Support (Child FIRST, Mackillop Family Services & Starting Out Young Mum's program)
- Maternal & Child Health Services (Monash Hospital, Health Ability)
- Children's Brokerage (FAN's Children's Program, SCRP)
- Legal support (ECLC & Monash Legal Service, Legal Aid & Youth Law)
- Household Furnishings & Material Aid (Eastern Emergency Relief Network)
- Employment Support Services (HYPA & CVGT, yConnect Program.)
- Education Support including Student Wellbeing (RMIT, Templestowe SC & Swinburne SC)
- Educational pathways (Expression Employment & Box Hill TAFE)
- Whitehorse Community Resource Centre
- L to P Mentor program (Boroondara and Manningham)

Client Services

FAN's client services team provides support to young people and young families between 15 and 25 years and accompanying children who are homeless or at risk of homelessness. The Homeless Support Service (HSS) & Private Rental Brokerage Program (PRPB) remain core components of our service delivery, through our additional programs, partnerships, and networks we can provide holistic response for our clients to meet their support goals. The team saw a total of 514 clients during the 2021 - 2022 reporting period, of that figure, 115 were accompanying children.

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

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

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 and accompanying children

During the 2021-2022 reporting period, a total of 51 people were assisted by the HSS team. The 51 supported people consisted of 40 young people and 11 accompanying children.

In addition, the HSS team supported a further 32 young people by accessing FAN's Housing Establishment Fund (HEF). HEF is divided into two pools with General HEF accessible to young people in the Inner Eastern Metropolitan Region and the LGBTIQ HEF accessible to young people state-wide who identify as part of the LGBTIQ community. 9 Young people accessed the LGBTIQ+ HEF.

27 young people accessed the General Youth HEF which include 6 clients from the International House Partnership. Before the pandemic, International House Burwood hosted international students while they completed their tertiary studies but due to the lockout of Australian Borders during the pandemic, the organisation transitioned the property to accommodate homeless young people and families. Unfortunately, due to the ongoing nature of the pandemic, the model was unable to sustain itself financially and International House had to close in November 2021. Throughout the partnership all young people supported by FAN were able to transition to long-term sustainable housing.

Young people are supported in FAN's Transitional Housing Management (THM) supported accommodation program. The total number of supported people is 66, 23% less compared to the 2020-2021 reporting period. Over the past few years there have been many factors that have contributed this not only have we gone through the COVID19 pandemic but there are several economic and policy factors.

While private rental exits continue to be the main pathway for our clients the figure has decreased by 22% from the previous year. Those who did exit into private rental were of a family composition with dual income, couples or singles engaged in either part or full-time employment. There have been no public housing offers for our clients this financial year as there were none the previous year. There is an astronomical waiting period for those on the public housing wait list, there is an estimate wait time of 4-6 years. Fortunately, one of our single parents was able to obtain a social housing vacancy after 4 years on the public waiting list. Two parents were able to mediate and repair relationships with their immediate family and moved back into their family home. "Other" exits included rooming houses, referrals back into opening doors and refuges. There have also been no referrals to other supported accommodation services such as Youth Residential Recovery and the Education First Youth Foyer model.

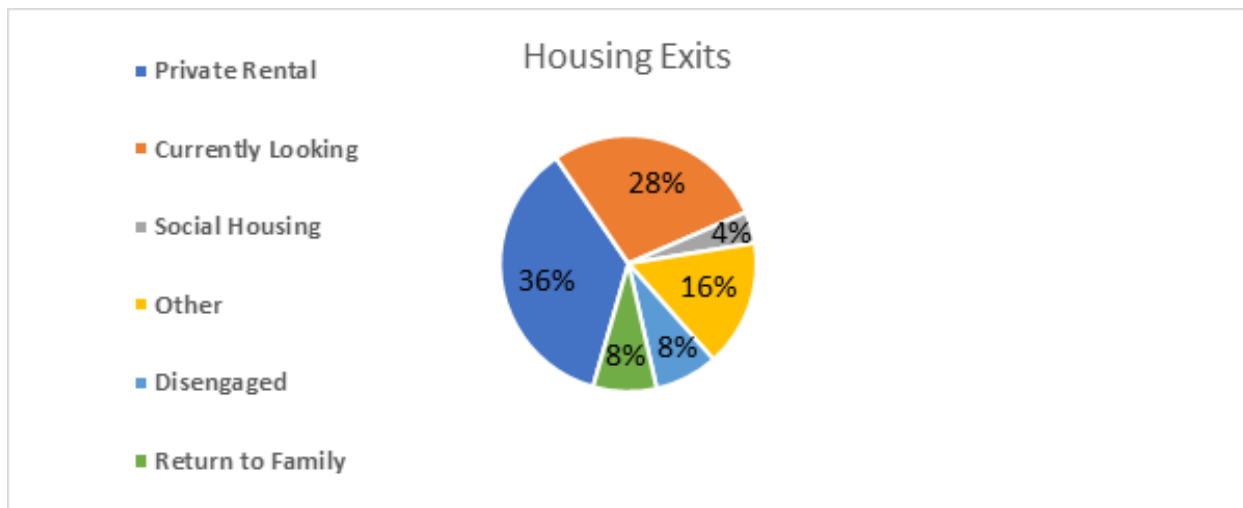


Figure 1.

For those still looking, young people continue to face challenges with accessing private rental or other long-term affordable accommodation. Young people face difficulties in accessing an overpriced rental market, this is further compounded by difficulties with an inflexible and inaccessible labour market. Most clients looking for private rental receive either Youth Allowance or Newstart, however the average rental price are above 70% of their income. This is made even more difficult when it is young people who experience increased financial pressure with the increase in cost of necessities such food, fuel, essential services & sanitary products.

Further, property managers face increased difficulty with transitioning young people who are not actively engaged in their housing exit due to a moratorium on evictions and changes to the Residential Tenancy Act. In addition, the mechanism to carry out eviction through the Civil Administrative Tribunal can be a drawn-out process that can take up to 6 months due to a large backlog of cases from the last two years.

Figure 2 & 3 below highlights the increasing duration of our clients support periods, with most young people engaged in our support for a period of 1 to 2 years and above. 2 clients exited within 6–12-months of their period. Further evidence of the increasing duration of the support period can further be seen in figure 3 with most of our clients aged 21 above. The predominant age of new referrals this year are aged between 16 and 20, however clients are not transitioning out of the service service until they are in the 23-25 range.

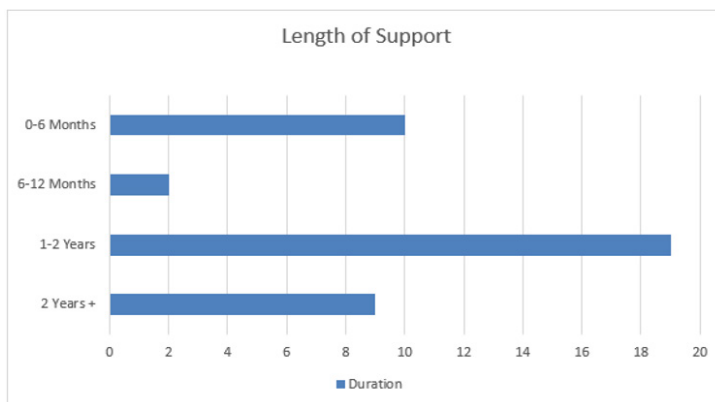


Fig. 2

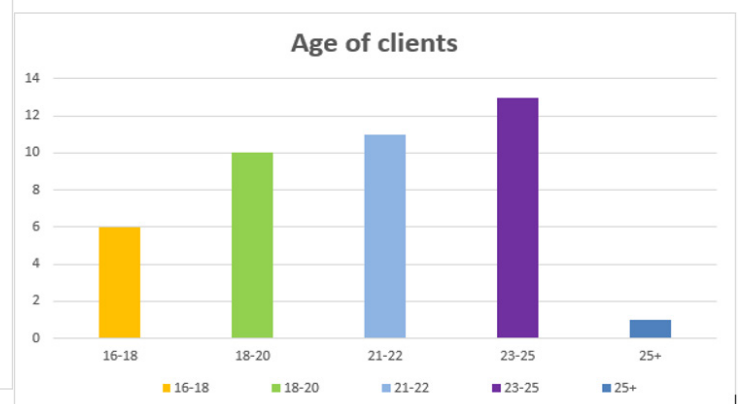


Fig. 3

Property turnover wait times remain high due to the issues with tenancy managers experience completing maintenance. Currently the average wait time for a family property to turn around is 4 months and 3 months for a single property.

Despite the challenges our clients continue to persevere and persist despite the structural barriers in place towards housing. At the tail end of the 2021-2022 reporting period our clients are starting to see more opportunities in both the labour and private rental market. Those currently still supported are actively working towards their goals with our students completing VCE and vocational studies, other goals include improving their money management, obtaining their license, and continuing to develop their organisational and time-management skills.

Clients continue to prioritise their mental health with 12 young people accessing specialised individual therapeutic support through the Family Reconciliation Mediation Program (FRMP), 11 Young people accessed Creating Connection Education and Employment Program (CEEP) to provide them with the funding they need to engage in their education or employment exit pathways.

Alsorts - LGBTIQ Reponse

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 reporting period of 2021-2022, FAN'S LGBTIQ client service team received a total of 26 new referrals. The external referrals received indicated the impact of FAN state-wide. 50% of the referrals received were of young people who were located within the Eastern Metropolitan Region, whilst the other 50% covered areas such as the Western Metropolitan Region and the Eastern Victorian Region. Family and relationship breakdown including family violence, was the pre-dominant reason of referral for 47% of the young people. Housing crisis, encompassing inappropriate housing and eviction/previous accommodation ending was the pre-dominant reason of referral for 53% of the young people.

Out of the 26 referrals received, 6 LGBTIQ young people were housed in the THM properties. 5 young people were unsuccessful however 4 out of the 5 are being considered for future vacancies once the appropriate accommodation becomes available. 2 did not respond to any contact attempts from the LGBTIQ client service team. In addition, 7 young people stated that they did not require housing support as they had secured alternative accommodation. 3 did note that their current housing needs have been met, but they may require support in the future. A further 3 young people are currently waiting to access transitional housing once a vacancy presents itself. These young people have been informed and encouraged to maintain engagement with FAN through LGBTIQ programs such as EDG and Talking with Pride.

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 USE, improve mental health and to increase the sustainable housing outcomes. The program is also targeted at sector capacity building and education.

The Department of Health released the HYDDI guidelines in March 2022. The HYDDI guidelines will inform the provision of all the HYDDI programs in Victoria. The Eastern HYDDI clinician has redesigned the HYDDI Flyer and referral form to better reflect components of HYDDI based on the new HYDDI guidelines.

As part of the capacity building and networking activities, the Eastern HYDDI clinician gave a presentation re- the HYDDI program in the EHN practitioner meeting and a presentation about the HYDDI program and youth dual diagnosis in EMR dual diagnosis linkage meeting 2022.

The Eastern HYDDI program has provided individual secondary consults and ran group education, reflective practice and secondary consultation sessions each month for homelessness services in EMR, EACH and Eastern Health mental health program.

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 Fairness Families and Housing. YFIC provides young people and their accompanied children a case-managed crisis response which is delivered through five properties. FAN, Uniting and Anchor are the individual agencies who continue to work in partnership to deliver this response. YFIC has 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. In 2022 the Orcadia property is supporting a young family with 3 children. During their stay over the past year, all family members have been able to learn skills such as financial managing, getting access to mental health services, obtain employment, and achieve a lot of goals. This young family plan on transitioning into private rental.

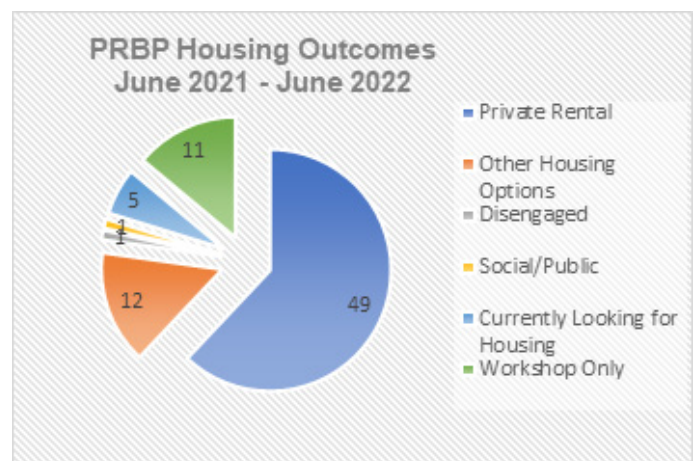
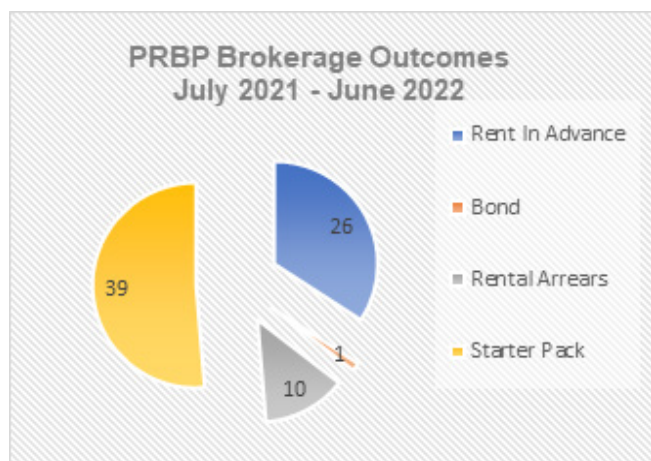
Creating Connections Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage (PRBP) continues to support young people who are experiencing homelessness in achieving remarkable housing outcomes. These outcomes not only demonstrate the importance of specialised programs for young people in the homelessness service system but show how the program can adapt to the changing climate of housing in Australia.

For the reporting year, from July 2021 to June 2022, the PRBP has supported a total of 79 young people and 13 accompanying children. The PRBP is now in its 15th year of operation and continues to achieve its core aim of supporting young people into long term housing and ending their experience of homelessness. Since its inception in 2007, the PRBP at FAN has supported a total of 1023 young people. PRPB has consistently surpassed its intended target and achieved its outlined goal of supporting young people by improving their capacity to obtain and maintain their private rental housing.

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, and communication. The program also enables young people to address many of the obstacles in accessing private rental housing, including bond, rent in advance costs, essential whitegoods and costs associated with removalists. During this reporting period young people faced additional financial stress due to the pandemic. This resulted in drastic reduction in their income and the brokerage was utilised 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 accessing and maintaining private rental housing.

The PRBP delivered the Home of my Own workshop to EACH ITC, the program was delivered in face-to-face format over 2 weeks with a total of 11 young people attending the workshops. Through the workshop's participants learned about support and services available to young people experiencing homelessness. Attendees were also educated and provided resources on the latest changes to the *Residential Tenancies Act 1997*. They were provided with an overview of PRBP, and subsequently, the program has received several referrals out of those workshops. These workshops have a component of individual skill building that involves assisting young people with writing cover letters, creating application packs, and building skills and knowledge on how to pitch oneself as a prospective renter.



Life Skills Programs

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, experiences, and parenting skills. The young women can attend this group free from judgement and discrimination.

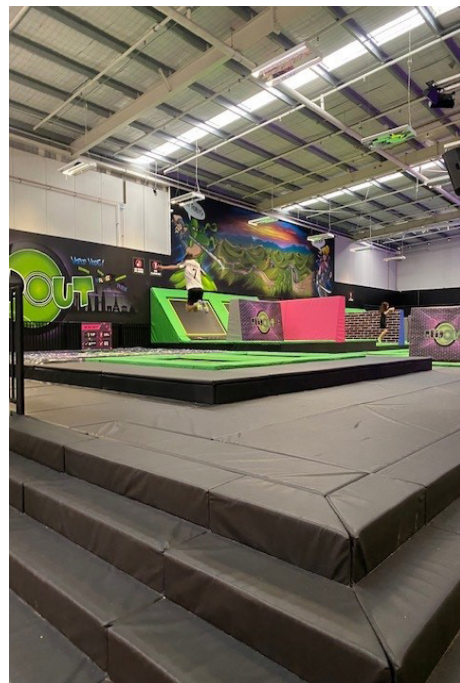
In the 2021-2022 reporting period, a total of 30 mums and 40 children attended the group. This is a total of 70 contacts for the reporting period. FAN noticed a decrease in attendance this year and believes COVID has had long-lasting effects on young families such as, anxiety around other people, not being able to attend group due to flu/cold symptoms. We have noticed a rise with complex issues with our young mums in our HSS program, preventing them from committing to a weekly program.

We also are very proud and excited for our older generation of YMG attendees that have graduated in the program, obtained full time work, or study – therefore no longer attend YMG.

We are planning ahead to combat these barriers and look forward to challenging ourselves for Term 4 2022 and Term 1 in 2023.

YMG is still running at Burgess Family Centre, and mums are really enjoying the space that includes a playground and a large grass area to play. Mostly in this reporting period sessions have been in person and some activities have included – belly dancing, yoga, sip and paint, scrunchie making, sewing activities, making clay bowls, and macrame.

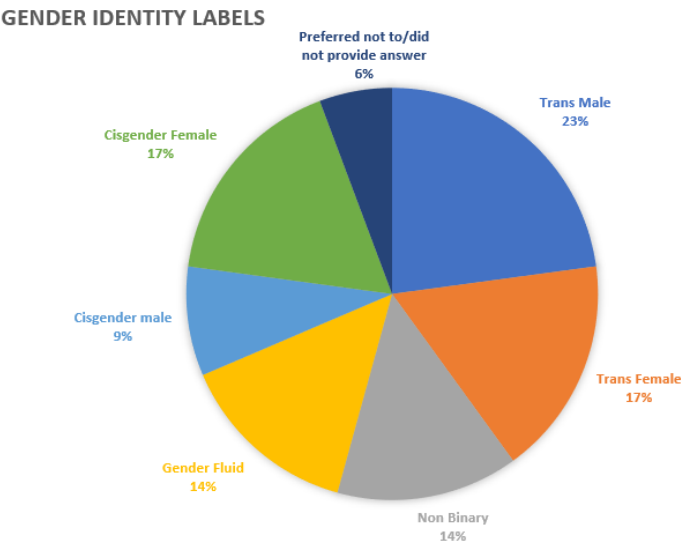
Family Access Network are looking forward to the new year to come!



Eastern Diversity Group

Established in 2009, Eastern Diversity Group (EDG) is a social support group for young people aged 15-25 who are of diverse gender identities, expressions, sexualities, and/or sex characteristics and are, or at risk of becoming homeless. The program was developed as an extension of the ‘Alsorts’ state-wide program response, which is centred on providing a safe space for young people to freely express their sexuality, sex characteristics and/or gender identity. EDG has had a change of co-ordinators and is now currently being facilitated by a new LGBTIQ specialist Youth Worker.

35 young LGBTIQ people have engaged with EDG during the reporting period of 2021-2022, with a total of 141 contacts. The following table provides an illustration of the different labels utilised by the young people in reference to their gender identity and sexual orientation. Some young people opted not to provide an answer to questions regarding their gender identity and sexual orientation. This is expected as the young people attending EDG are still in the process of figuring out who they are.



As a result of the lift in COVID restrictions, EDG has been delivered face to face during the reporting period. Moving out of the online world has been essential to the young people's wellbeing, as they have been able to re-engage in face-to-face interactions and step out of their comfort zone by partaking in new activities. Such activities have included:

- Op shopping
- Cooking Classes
- DIY Sewing projects
- Escape Room
- Laser tag
- Bowling
- Scavenger Hunts
- Visit to the National Gallery of Victoria
- Karaoke
- Picnics and BBQ's

Facilitating EDG at the Box Hill Youth Connexions centre and other external venues has also provided a space for the young people to have a break from difficult home environments, as more than 50% of young people attending EDG reside in environments that are not accepting of their gender identity and/or sexual orientation. Additionally, these spaces have also enabled new bonds and friendships to be formed between returning EDG participants and young people that are new to the program.

Children's Program

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

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

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

The Children's support worker supported 5 young mums and 5 accompanying children during July 2021 to June 2022 period.

Pathways to Resilience

Family Access Network has been involved in the Pathways to Resilience (PTR) partnership since 2019. PTR offers integrated therapeutic services for adults, young people and children who have experienced family violence. The program is delivered in partnership between Uniting, Safe Futures Foundation, Australian Childhood Foundation, EACH and Family Access Network.

Family violence was the predominant reason LGBTIQ+ young people were referred to FAN's HSS program in the past 12 months, representing 71% of all LGBTIQ+ referrals. Being a part of the PTR partnership enables FAN to respond to the intersection of family violence and youth homelessness through one-on-one therapeutic support and our art therapy group "Talking with Pride" (TWP).

Talking with Pride launched in 2020 and has continued to grow and develop over the past 12 months

Over the 2021-2022 reporting period, the program has provided 1:1 and group therapeutic support to 16 LGBTIQ+ young people through 82 contacts. This represents 229% of the annual target of 7 people and a 14% increase of active participants on the 2020-2021 reporting period.

In addition to therapeutic supports, 7 young people have received financial support from PTR through the Special Project Brokerage funding. This support has enabled young people to access laptops and internet for telehealth appointments, gender affirming vocal coaching and self-care supports such as music lessons, art and sports equipment.

Through PTR, FAN has also been involved in 3 offerings of Martial Arts Therapy during the 2021-2022 period. This generated an additional 417 contacts with 63 young people supported through this program.

This past year FAN has continued to strengthen our presence in the family violence sector through our advocacy for LGBTIQ young people experiencing family violence and our involvement in PTR.

FAN has achieved this through:

- Provision of sector capacity building training on recognising and responding to LGBTIQ family violence
- Consultations with Family Safety Victoria reviewing of the MARAM framework for LGBTIQ young people
- Supporting the Regional Family Violence Partnership's Client Journey Mapping Project
- Presenting the Pathways to Resilience model for identifying therapeutic readiness at the "Professionals Navigating the East" forum.

Volunteers Program

Volunteers have a pivotal role in the support FAN provides to young people and children. In 2021/2022 volunteers at FAN have contributed through 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 2020-2021 year. Volunteers help in engaging the young people and children attending the groups, setting up activities and assisting the Youth Support Worker facilitate.

Every one of our volunteers are a crucial part of FAN and play a vital role in the lives of the young people FAN supports. FAN highly values 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 2021/2022 year - To all our volunteers thank you for your time and effort!

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)
Jennifer Tran (EDG)

The Whole Package - Engage Grant

In 2018, FAN was a successful recipient of an “Engage” grant from the Victorian Government which enabled us to develop and deliver “The Whole Package” program from 2019-2021. This Government initiative was designed to help disadvantaged young people access equal opportunities to reach their goals. The Whole Package program was due to finish at the end of 2020, however in response to the impact of COVID-19, the Victorian Government extended funding for an additional year and the project concluded at the end of 2021.

FAN developed The Whole Package program to address the issues of employability, participation and wellbeing amongst young people experiencing homelessness and/or disadvantage within the LGBTQI community. LGBTQI+ young people often face discrimination, harassment and disadvantage in the workforce, therefore FAN’s program focused on breaking the cycle of disadvantage by assisting young people to gain skills needed to effectively obtain and sustain employment.

The Whole Package program focused on five key areas of development: interpersonal and social skills, teamwork, communication, emotional wellbeing, and practical skills to increase employability. COVID-19 lockdowns in the latter half of 2021 impacted planned activities. While some sessions were able to be moved to online delivery, several young people reported feeling “zoom fatigued” from attending activities online. In addition to this, job readiness training was impacted by young people’s ability to look for work as lockdown protocols limited employment opportunities in sectors such as retail and hospitality.

In response to this, The Whole Package offerings focused on rebuilding social connection, increasing community participation, and reducing isolation in the latter half of 2021.

These activities included:

- Youth Week Activities
- Level 2 First Aid Training
- Attending Midsumma Pride March and IDAHOBIT Day
- Peer Support Groups
- Group COVID-19 Booster vaccinations
- Social BBQ
- Art workshop for one of the transitional houses
- End of Year celebration

For the Jul-Dec 2021 reporting period, The Whole Package program supported a total of 58 young people. FAN would like to thank the Department of Families, Fairness and Housing for supporting The Whole Package program.

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 of many people and organisations has enabled the provision of food and personal care parcels; transport for training and medical appointments; and assistance with funds for education and job training. As well as clothing and toys for babies and young children and Christmas gifts. We have been fortunate this year to receive many suitable bundles of in kind donations to give direct to our clients.

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

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

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

- Canterbury Council of Churches: donation from “Carols in Canterbury Gardens”:
- St. Dominic's East Camberwell Parish - Justice and Peace Group towards warm clothing
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for over 15 years.
- The Staff of Austbrokers Countrywide: Christmas presents for clients and their children
- Salvation Army – also assisted with Christmas Gifts.
- St Peter's Mothers' Union: blankets, clothes and nappies for babies
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Share the Dignity – items to assist client needs.
- Anonymous donors: Financial donations, books 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, Michael, Oriana, Jess & Aaron
 - Policy and Legislation
 - QIP/Accreditation
 - Risk management
 - OHS
- Environmental Portfolio Chaired by Jess; members Sue, Michelle T & Michelle K
- Lesbian Gay Bisexual Transgender Intersex Queer (LGBTIQ): Chaired by Michelle K; members Sue, Michelle T & Jess
- Client Engagement & Wellbeing: Chaired by Aaron; members Michelle K and Michael
- Staff Wellbeing: Chaired by Oriana; members Michelle K, Michael and Vanita
- Children & Young Families: Chaired by Vanita; members Sue, Michelle and Aaron
- Young People & Family Violence: Chaired by Jess; members Sue, Michelle and Vanita

Recognition and Awards

Honorary Life Members

Wendy Brooksbank (dec)

Ted Long (dec)

Olive Clark (dec)

Tony Sell (dec)

Rex & Sue Filson

Colin Bellis

Robert Joynt

Sue Carlile

Allan Rogerson

Rae Cook

Caroline Young

Helen Killmier

Debbie Brown

Steve McLoghlin (dec)

Leo Clarebrough (dec)

David Webster

Shirley Ingram (Baird) (dec)

David Burlew

Stephen B McLoughlin Encouragement Award

Stephen McLoughlin was the Youth Development Worker at the former Box Hill City Council (a predecessor of the City of Whitehorse) in the 1970's and 80's; and the founder of FAN. He was instrumental in the development of many youth projects and was one of the earliest instigators of leadership programs for young people. FAN as we know it officially commenced in April 1981, however, the foundation work by Stephen McLoughlin preceded that by several years. As a person known for his ability to inspire, it was appropriate that an annual Stephen B McLoughlin Encouragement Award be introduced at the FAN AGM in 2010, as a tribute to his vision and a permanent memorial to his legacy.

**Stephen B McLoughlin
Encouragement Award
recipients for 2022:**

Lance Buesa
and
Estevan Pena

Previous recipients:

2010: Rebecca Carr & Xavier Evertiz	2011: Nick Flannery & Maria Ho
2012: Natalie Sewell	2013: Gabrielle Hollowood
2014: Tegan Averay	2015: Ashleigh Lanko
2016: Tori Binns & Justin Bonney	2017: Khaleah Smythe & Kayla Diegan
2018: Jeanne McMahon & Steffanie Connors	2019: Jamie Boyan & Casey McNory
2020: Romie Haroun & Nartascha Issamael	2021: Patricia Fuge & Daniel Cutts

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.

**Rhys Fox Achievement Award
recipients for 2022:**

Amber Hawker
and
Piper Harrington

Previous Recipients:

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

2009: Jess Portuguese, Apryl Ennis & Mary
2010: Xavier Evertiz & Samuel Rhodes
2011: Racheal Hughes & Skylar Rush
2012: Simron Shivagni & Elle Marcombe
2013: Jessica Pagramm & Monique May
2014: Claire Kelly & Jordan Smith
2015: Lauren Abbot
2016: Natalie Robson & Ryan Kennedy
2017: Abby Schwav & Gabrielle Hollowood
2018: Lara Jamieson & Harley Bowra
2019: Allison Johnson
2020: Evelyn Pitman & Codie-Lee Currie
2021: Sophie Howard & Alex Mitchell

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.

Leo Clarebrough Volunteer Recognition Award Recipients for 2022:

Caitlin Frost
and
Ray Addock

Previous Recipients:

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

The Pregnancy and Homelessness Network: The Emergence of a Network to Transform Healthcare, Social and Housing Support for Pregnant Homeless Women and Their Infants

Dr Theresa Lynch, Convenor, Pregnancy and Homelessness Network and Coordinating Group

'The story of women's struggle for equality belongs to no single feminist nor to any one organisation but to the collective efforts of all who care about human rights.'

— Gloria Steinem

Beginnings, Aspirations and Achievements

Homeless pregnant women are among the most vulnerable members of our community and yet their voices are rarely heard. This is a story of a coalition of organisations and individuals who have formed a 'movement' to make their stories visible and improve their lives. Through our collective efforts we aim to disrupt the policies and practices that deny pregnant women access to health treatment, just and compassionate care and stable and safe housing.

Since the 1970s there has been a worldwide movement to promote and protect the human rights and fundamental freedoms of women. Networks and coalitions of women have worked for decades to ensure women enjoy cultural, economic, political and social development. Recent events globally tell us that women's rights remain a risk and there is still much more work to be done. There continue to be a number of complex, critical and stigmatised areas of women's health where barriers and service gaps affect women's capacity to access responsive and comprehensive care. This is particularly true in areas where homeless pregnant women seek access to stable housing, maternity care and therapeutic support.

The lack of stable housing and stress of homelessness profoundly undermines women's ability to access health care, particularly pregnancy care. This in turn creates immediate

and long-lasting harm to women and their child's health and wellbeing, their ability to bond with and care for their child and keep them safe. For many women, the inability to find suitable housing prior to birth will result in the removal of their baby from their care.

In response to unequal access for these vulnerable women to health care and housing support, an alliance of housing and drug and alcohol services in Victoria was first formed and supported by the Royal Women's Hospital in 2014.

The goal was to develop new and innovative solutions to improve vulnerable mothers' direct access to maternity care, outreach support and connections to housing services. The work of this alliance during a two-year period was critical in driving initiatives and building knowledge and relationships to improve healthcare for homeless pregnant women and their infants in Victoria. However, discrimination and social and economic disadvantages experienced by vulnerable pregnant women continued, and workers across the health and housing sectors continued to undertake actions to raise the public consciousness of the situation facing homeless pregnant women.

The actions of women leaders working together across several organisations ultimately led to a three-stage research project being undertaken in 2017 by Associate Professor Suellen Murray as the principal researcher. The project, supported by Launch Housing, La Trobe University, RMIT University and The Royal Women's Hospital¹ provided critical insight into the experiences of highly vulnerable pregnant women and newborns experiencing homelessness and how this impacts on their

immediate and long-term health and well-being. The research addressed ways to improve service and policy responses and standards of care for vulnerable pregnant women and newborns. The study found being pregnant did not necessarily afford the women greater access to housing support or secure accommodation and highlighted serious gaps in the service system.

The Pregnancy and Homelessness Network was officially formed at the Pregnancy and Homelessness Cross-sector Forum hosted by RMIT University in November 2019. Inspired by the combined energies, aspirations and efforts of organisations and women with lived experience of homelessness this new movement emerged for homeless pregnant women and their infants.

The Network consists of a Coordinating Group representing over 25 health and housing services across Victoria and South Australia who are working together for change to transform healthcare, social and housing support that will lead to safe and healthy lives for pregnant homeless women and their infants.

The Network is an important vehicle for leveraging expertise and resources to improve access to services and support to vulnerable homeless pregnant women. It provides advocacy and strategic support for advancing further research and policy and practice changes to improve their health and social outcomes. An important focus is the creation of educational activities that build the capacity of staff across the sectors of health, housing and welfare to improve the standards of care for vulnerable pregnant women and their infants and to give them easy access to safe, stable and affordable housing.



Achievements of the Network have included a self-assessment tool, designed to understand how services were responding to pregnant women affected by homelessness. The tool was distributed across a range of health, housing, drug and alcohol and maternity services in Victoria in 2020, receiving a total of 172 responses. It provided robust evidence that services require knowledge and skills to enhance their expertise to assess, support, care and treat pregnant women and their children.

This has driven the Network's efforts to publish this edition of *Parity* and develop 'Short E-Learning Modules' with the support of the Council of Homeless Persons and prepare for a Women's Conference to be held in 2023-24.

The Network has also forwarded submissions to the Victorian Government's Homelessness Enquiry 2020 and *The 10-Year Social and Affordable Housing Strategy* in 2021.

The Network acknowledges and celebrates the remarkable achievement of the official launch of the Cornelia Program in April 2022. The Royal Women's Hospital, in partnership with HousingFirst Ltd and Launch Housing, led the vision and establishment of this important program, an Australian first, providing safety, support and a secure home for pregnant women and their babies. It has reinforced the importance of sustained advocacy in transforming the conditions in the lives of vulnerable

women and children through the offerings of new services. It inspires further contributions to social change for pregnant women living at the margins of life.

The Network is expanding our advocacy and policy efforts to include the improvement of options of housing for women with multiple children. It is understood in the housing sector that large families do not have any long-term housing options and can end up waiting on the Victorian Housing register with no support. As a result, they often cycle through the system through multiple forms of temporary accommodation. Philanthropic support is being sought as a way of continuing our advocacy role for this activity and potentially other projects of the Network.

While our 'movement' is relatively new it is built on the successes and learnings of earlier feminist movements. Based on principles of idealism, optimism, determination and collective action there is a belief that in working together we can prevail in producing social changes and better social policy for the most marginalised and disadvantaged women and children. We know pregnancy is an important time where women report a willingness to make significant changes and engage with support services, thus providing a critical window of opportunity for early intervention to improve maternal and infant outcomes. We know that women can make positive changes, if given the opportunity to do so. It is our mission to provide all vulnerable homeless pregnant women the best possible opportunities to change their circumstances.

We look forward to our work together and welcome warmly new members.

Endnotes

1. Murray S, Theobald J, Haylett F and Watson J 2020, *Not Pregnant Enough: Pregnancy and Homelessness*, RMIT University, Melbourne.
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The Extent, Nature and Impact of Homelessness on Pregnant Women and Their Babies

Dr. Freda Haylett, Professor Suellen Murray, Dr. Juliet Watson and Dr. Jacqui Theobald

Introduction

This article discusses the findings of two studies conducted by researchers at RMIT University and La Trobe University during 2017–18 and 2019–20, funded by Launch Housing and the Lord Mayor's Charitable Foundation respectively. In total, the research involved in-depth interviews with 14 women with recent experience of pregnancy and homelessness in Victoria and interviews and focus groups with 41 practitioners from 27 health, homelessness and related services. Most services were in Victoria, including those from regional and rural areas, with one from interstate that had been identified as an example of good practice.^{1,2} Using these studies and an updated review of relevant literature, this article focuses on three critical components of pregnancy and homelessness: what is known about extent of the problem in Australia; the impacts of homelessness on pregnant women and their babies; and the gendered experiences of homelessness, including the harms of a 'gender-neutral' approach to supporting pregnant and parenting homeless women.

Counting Pregnant Homeless Women

There is not a lot known about the number of pregnant women who are homeless in Australia, and this represents a significant gap in knowledge that could be used to inform social and health policy and service delivery. In the United States (US) and the United Kingdom, some attempts have been made to identify the extent of pregnancy among the homeless population. In the US, for example, one study estimated one in five homeless women are pregnant at any given time, almost twice the rate of the general population.³ Similarly, a London study

found almost a quarter of young homeless women were pregnant.⁴ Other research uncovered even higher rates of pregnancy among homeless women, finding that while 10 per cent of women in the US were pregnant in 2009, 50 to 60 per cent of homeless women were pregnant.⁵

However, our research found that pregnancy status was not routinely and consistently collected by homelessness agencies in Victoria, which would enable researchers to begin to estimate the extent of pregnancy among homeless women in this state.⁶ Where data is being collected, it tends to be by specialist homelessness and health services who work specifically with women. In addition, sometimes these data are difficult to enumerate because they are embedded in case notes rather than in a formal system where they can be readily accessed. Figuring out a way to aggregate this data between and across health and homelessness sectors would significantly improve the accuracy of this information. To identify the number of pregnant women seeking housing support in Victoria, two snapshot surveys were undertaken in 2017 at Launch Housing and the Salvation Army Crisis Services Network. Reflecting international data, these surveys found that the percentage of pregnant women who were homeless was higher than that among the wider population of Australian women.⁷

Even so, such data only include those women who seek support from services or, if they do, disclose their pregnancy. There is, then, likely to be a population of pregnant women experiencing homelessness who remain invisible to services. Our research found that sometimes women do not disclose pregnancy because they fear this would make

them less likely to be housed. They may be excluded from access to short-term crisis accommodation because they will need to move when their baby is born, which highlights a troubling disincentive in the system for women to disclose their pregnancy early on to support workers. Some women also fear that making services aware of their pregnancy could lead to their baby's removal by Child Protection, a finding also noted in other studies.^{8,9}

The Impact of Homelessness on Women and Babies

Babies born to homeless women are at higher risk of birth complications, and longer-term medical complications are more prevalent among this group of children, including ongoing behavioural and emotional problems caused by the effects of maternal stress in utero.^{10,11,12} A recent study in the US found a 73 per cent higher risk of low birth weight or preterm birth among infants born to mothers who experienced homelessness or threatened eviction, while infants had an increased risk of requiring a stay in a neonatal intensive care unit.¹³ Our research also uncovered experiences of serious health complications during pregnancy such as gestational diabetes, preeclampsia and very low blood pressure. The women were required to manage these conditions in circumstances not conducive to rest and recuperation, and where access to necessities such as adequate nutrition was difficult to obtain.

An important aspect of having stable, secure housing is that women can prepare for the birth, both psychologically and practically.¹⁴ Having a safe place means that a woman can consider what motherhood will entail and can acquire the material goods needed

to care for her baby, such as clothing and equipment. However, many of the women we interviewed did not have this opportunity to prepare for the birth due to the dangerous and precarious nature of their circumstances, such as living in a car, rough sleeping or couch surfing, where they were exposed to violence and other hazards to their health and that of the baby. When women are not stabilised in housing early in their pregnancy, it undermines the relationship between mother and baby during the critical early stages.

Gendered Experiences of Homelessness

Gender inequality impacts pregnant women in a multitude of ways that increase their risk of homelessness. One of the key hurdles pregnant homeless women face as they navigate support services is 'gender blindness', wherein their distinct needs as women are often overlooked and, while not necessarily intentional, a normative masculine (and white) model of service delivery is standardised. Consequently, policy and practice responses to homelessness have been criticised for being 'gender-neutral', relying on a 'one-size-fits-all' approach¹⁵ despite there being 'gender-specific processes and practices involved in the navigation of poverty, violence, and social exclusion'.¹⁶

Gender-based violence, in particular, is a significant factor in women's homelessness, and pregnancy is known to be a risk factor for the onset or an increase in family violence; it is a key reason why women seek homelessness support. In Victoria in 2016–17, 40 per cent of clients (or nearly 115,000 people) seeking assistance from homelessness services were experiencing family violence.^{17,18} Our research also unearthed incidents of gender-based violence with most of the women interviewed having experienced family violence, sexual assault or child abuse in their past, and for many it had directly caused or contributed to a worsening of their homelessness circumstances.¹⁹

Conclusion

Our research found that pregnant homeless women are a largely unrecognised and highly vulnerable group. They have specific and complex needs that require greater



attention and specialised responses from homelessness and housing services. The lack of reliable data on the numbers of pregnant homeless women makes it difficult to provide appropriate and targeted service responses meaning their unique needs, as distinct from men's, can be overlooked. This has implications not only for women but also for their babies as there are serious physical and psychological effects for both mother and baby in failing to provide safe, long-term housing.

Endnotes

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6. Murray S et al. 2018, op cit.
7. Ibid.
8. Smid M, Bourgois and Auerswald CL 2010, 'The Challenge of Pregnancy Among Homeless Youth: Reclaiming a Lost Opportunity', *Journal of Health Care for the Poor and Underserved*, vol. 21(2 Suppl), pp.140–156.
9. Stringer M, Averbuch T, Brooks PM and Jemmott LS 2012, 'Response to Homeless Childbearing Women's Health Care Learning Needs', *Clinical Nursing Research*, vol. 21, no. 2, pp.195–212.
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14. Murray S et al. 2020, op cit.
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18. Australian Institute of Health and Welfare 2017, *Specialist Homelessness Services Annual Report 2016–17*, AIHW, Canberra.
19. Murray S et al. 2020, op cit.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30TH JUNE 2022

	2022 \$	2021 \$
Income		
Government Funding		
Dept Families Fairness and Housing	487,119	508,345
Dept Families Fairness and Housing	22,248	31,572
Dept Families Fairness and Housing Brokerage	130,427	195,061
Dept Families Fairness and Housing Eastern Health HYDDI	23,871	23,459
Dept Families Fairness and Housing (LGBTIQ)	0	66,908
Dept Families Fairness and Housing (FV)	53,501	63,700
Department of Premier and Cabinet Engage & Other	21,993	34,508
Youth Affairs Vic – Hey Grant	0	10,000
Department of Social Services	3,000	0
	742,159	933,553
Local Council Funding		
City of Whitehorse	40,156	54,435
City of Maroondah	0	716
Total Local Council Funding	40,156	55,151
Other Funding		
Philanthropic Trusts	2,070	13,200
Traineeship	6,828	6,850
Deakin University	0	5,000
Uniting Church	35,297	0
	44,195	25,050
General		
Membership	95	55
Property Rental	17,589	17,589
Other Income	9,591	10,986
Donations received General	20,530	20,680
Federal Gov't Cash Flow Boost	0	10,163
	47,805	59,473
Interest Received	190	1,053
Surplus/(Deficit) on sale of property, plant, equip	6,496	0
TOTAL INCOME	881,001	1,074,280

	2022	2021
Expenses		
Housing Establishment Fund	15,285	53,516
Life Skills programs & Workshops	8,969	9,421
Life Skills (LGBTIQ)	966	209
Other programs / CEEP	11,095	15,197
Brokerage	60,307	65,218
Total Program Expenses	96,622	143,561
Depreciation	21,774	8,186
Audit	2,500	4,900
Office Operating	60,883	123,606
Office Utilities	14,251	22,187
Rent	9,000	9,000
Staff recruitment	2,446	963
Staff Oncosts	17,686	10,603
Superannuation	56,910	61,590
Volunteer Expenses	200	0
Wages	582,979	671,000
Workcover	8,329	10,962
Total General Expenses	776,958	922,997
Total Expense	873,580	1,066,558
Surplus(Deficit) from ordinary activities	7,421	7,722
Other Comprehensive Income/(Expense)	0	0
Net Surplus attributable to the association	7,421	7,722

STATEMENT OF FINANCIAL POSITION

AS AT 30TH JUNE 2022

		2022	2021
ASSETS	Note	\$	\$
CURRENT ASSETS			
Cash and Cash Equivalents	3	372,419	250,790
Trade and Other Receivables	4	10,700	8,849
Other Assets	5	209,432	212,689
TOTAL CURRENT ASSETS		592,551	472,328
NON-CURRENT ASSETS			
Property Plant and Equipment	6	566,336	535,565
TOTAL NON-CURRENT ASSETS		566,336	535,565
TOTAL ASSETS		1,158,887	1,007,893
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	7	51,850	47,627
Current Tax Liabilities		19,811	17,385
Employee Entitlements Provision	8	122,926	120,704
Contract Liabilities	9	216,204	81,502
TOTAL CURRENT LIABILITIES		410,791	267,218
NON – CURRENT LIABILITIES			
Financial Liabilities	8	0	0
TOTAL NON – CURRENT LIABILITIES		0	0
TOTAL LIABILITIES		410,791	267,218
NET ASSETS		748,096	740,675
TOTAL EQUITY			
Retained Surplus		185,864	182,403
Reserves		562,232	558,272
TOTAL EQUITY		748,096	740,675

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:

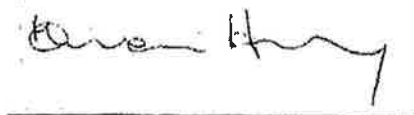
- 1 The financial statements and notes satisfy the requirements of Australian Accounting Standards the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012.
- 2 At the date of this statement there are reasonable grounds to believe that Family 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 31st August 2022



Bronwen Henry
Treasurer

Dated this 31st August 2022

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 & Housing [Homeless Support Services]
- Department of Families, Fairness & Housing [Housing Establishment Fund - including LGBTIQ HEF]
- Department of Families, Fairness & Housing [LGBTIQ Organisational Development Grant]
- Department of Families, Fairness & Housing [Private Rental Brokerage Program]
- Family Safety Victoria [LGBTIQ+ Family Violence Therapeutic Intervention - Pathways to Resilience]
- Department of Premier & Cabinet [Engage]
- City of Whitehorse [Life Skills; Eastern Diversity Group (EDG) and Volunteer Programs]
- City of Whitehorse [Children's Program]

Alfred Felton Bequest
Austbrokers Countryside (Staff)
City of Whitehorse
Deakin University
Department of Families, Fairness & Housing
Department of Jobs, Precinct & Regions
Department of Premier & Cabinet
Department of Social Services
East Doncaster Secondary College
Eastern Emergency Relief Network
Eastern Health
Goods 360
KevCom
Lion's Club Box Hill
MacKillop Family Services
Melbourne Inclusive Church
Orcadia Foundation - Caroline & Derek Young
Print 'N' Send
Ringwood Magistrates Court
Rotary Club of Box Hill
Share the Dignity
St Kilda Mum's
Street Smart
The Salvation Army
Uniting Church
Youth Connexions - Whitehorse City Council

Anne Oberin
Ange Morgan
Annerliegh Pappos
Collin Bellis
Diane Godfrey
Donald Kay
Kelly Rafferty
David Stohr
Malcolm Romano of Designsense Web
Paul Linossier
Paul Wendt
Richard Scott
All Donations from Give Out Day

Acronyms

AGM	Annual General Meeting	IDAHOBIT	International Day Against Homophobia, Transphobia and Biphobia
AHURI	Australian Housing and Urban Research Institute	IEPCP	Inner Eastern Primary Care Partnership
BUDDYS	Building up Dual Diagnosis in Youth Services	ITC	Integrated Therapeutic Community
CASA	Centre Against Sexual Assault	LGBTIQ	Lesbian, Gay, Bisexual, Transgender, Intersex & Queer
CEEP	Creating Connections Employment Education Program	LLEN	Local Learning and Employment Network
CEO	Chief Executive Officer	L2P	Learner to P Plate Program
CHF	Chinese Health Foundation	MARAM	Multi Agency Risk Assessment & Management Framework
CHL	Community Housing Ltd	MCS	Manager Client Services
CHP	Council to Homeless Persons	MIRCI	Motherhood Institute for Research and Community Involvement
CQI	Continuous Quality Improvement	NEPHU	North East Primary Health Unit
CYMHS	Child and Youth Mental Health Service	NPAH	National Partnership Agreement - Homelessness
DFFH	Department of Families, Fairness and Housing	NWC	National Wage Case
EACH	Eastern Access Community Health	PiP	Pride in Place
ECASA	Eastern Centre Against Sexual Assault	PLSL	Portable Long Service Leave
ECADS	Eastern Consortium of Alcohol and Drug Service	PRBP	Private Rental Brokerage Program
EDG	Eastern Diversity Group	P2R	Pathways to Resilience
EDVOS	Eastern Domestic Violence Service	QIP	Quality Innovation Performance
EH	Eastern Health	RFVP	Regional Family Violence Partnership
EHN	Eastern Homeless Network	SHS	Specialist Homelessness Services
EHSSA	Eastern Homelessness Service System Alliance	TAFE	Technical and Further Education
ERO	Equal Remuneration Order	THM	Transitional Housing Management
FAN	Family Access Network	TILA	Transition to Independent Living Allowance
FOPFM	Funded Organisation Performance Management Framework	TOD	The Orange Door
FRMP	Family Reconciliation Mediation Program	TWP	Talking with Pride
FA	Financial Administrator	VCAL	Victorian Certificate of Applied Learning
FAC	Funded Agency Channel	VHN	Victorian Homelessness Network
FV	Family Violence	YFIC	Young Families in Crisis
HEF	Housing Establishment Fund	YMG	Young Mums Group
HSS	Homeless Support Services	YSAS	Youth Substance Abuse Service
HYDDI	Homeless Youth Dual Diagnosis Initiative		