



Family Access Network **42nd ANNUAL REPORT** 2022-2023



Making a Difference in Young People's Lives Since 1981



Image Description: Multicoloured Origami Houses displayed on the steps of Victoria's Parliament House as part of Homelessness Week

Family Access Network embraces differences in gender identity and expression, age, ethnicity, race, cultural background, disability, religion, sex characteristics, and sexual orientation. We recognise the benefit diversity and inclusion plays in helping achieve our goals. FAN is proud to be the first homelessness service to have successfully completed the Rainbow Tick Accreditation in 2014. Rainbow Tick Accreditation was further achieved in 2017 and 2020.

FAN acknowledges the Traditional Owners in each of the communities where we work and their unique role in our history and society. We pay our respects to all elders past, present and emerging and recognise their continuous connection to the land and waters of this beautiful place. We acknowledge that this land was never ceded and that the vast overrepresentation of Aboriginal people amongst those experiencing homelessness, is a direct and ongoing consequence of colonisation.

FAN is committed to child safety. We want children to be safe, happy and empowered. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

FAN affirms our commitment to the Darlington Statement, developed by intersex organisations and advocates in 2017, which articulates the human rights demands of people with intersex variations in Australia and Aotearoa/New Zealand.



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Chair Report

Diane Godfrey

Family Access Network has been busy over the 2022-2023 financial year and the excellent work delivered to clients from our wonderful staff is inspiring.

This year we said farewell to our long-standing Chief Executive Officer, Sue Carlile who stepped down as CEO in April 2023. Sue has been involved with FAN for over forty years. Sue commenced as a volunteer for FAN and moved into a paid position after a short time. She then became Manager and Chief Executive Officer and has guided the work of FAN over a significant time. Sue's understanding of the homelessness sector is amazing and FAN were ahead of the times with developing programs for LGBTIQ+ clients, a strength that was recognised in FAN being awarded the Rainbow Tick accreditation, the first homelessness organisation to do so.

We wish Sue a happy and fulfilling retirement and a change of pace to enjoy everything she will become involved in.

Michelle Thompson has accepted the role of Acting Chief Executive Officer for the interim period and Jessica Stott has taken up the role of Manager Client Services. I would like to acknowledge the wonderful staff team at FAN. The enthusiasm and dedication of the staff is phenomenal and results in fantastic outcomes for our clients.

The Board of Governance has continued to meet regularly, both in person and online. This arrangement makes it easier for Board members and we will continue with this option into the future.

We welcomed two new Board members this year, Julieanne Darling and Megan Williams who bring to the Board extensive knowledge of services, governance and commitment. I would like to thank all the Board members, Hannah Hodges, Bronwen Henry, Annerliegh Pappos, Ange Morgan, Julieanne Darling and Megan Williams for the wonderful support they provide to FAN.

I would also like to acknowledge that Ange Morgan has stepped down from the board and won't be standing at this year's election therefore I would like to thank Ange for their service on the board over the last four years.

The work of FAN will be showcased in the Annual Report, and we have had some exciting outcomes and expanded services over 2022-2023.

I am very proud and privileged to Chair the Board of Governance for FAN and look forward to the following year.

Diane Godfrey



Acting CEO Report Michelle Thompson

I am pleased to present our annual report, I believe it's a testament to the remarkable work we have embarked upon over the past year. This report not only highlights our accomplishments but also celebrates the work staff have done.

During the twelve-month period to June 2023, a total of 662 young people, including LGBTIQ+ young people, young families and accompanying children, accessed FAN's services; of those children represent 167 with more than 90% aged between 0 and 5 years. The full dimension of programs that 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 of clients, we continually seek the client voice 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, Family Safety Victoria, Department of Premier and Cabinet, Streetsmart and Melbourne Inclusive Church.

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. Creating Connections also oversees the allocation of brokerage funds (CEEP) for employment and education pathways for young people within the homelessness service system
- Pathways to Resilience – Family Violence Therapeutic Intervention, Uniting (Lead), EACH, Australian Childhood Foundation (ACF) and Refuge Victoria (RV) and FAN. FAN provides therapeutic response for LGBTIQ+ Young People, predominantly through group work with other individual support provided.
- Young Families in Crisis – FAN, Uniting Ringwood, Salvation Army, and Anchor, to divert young families from unsuitable and unsafe crisis accommodation.
- Homelessness Sector – Homelessness 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 and EHN Team Leaders Network.

- Family Violence Sector: Family violence directly impacts more than 90% of all FAN clients – Many outcomes intersect with the Homelessness sector and as outlined above, we are also engaged in Family Violence 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 the City of Whitehorse’s Collective Action Network For the Prevention of Violence Against Women. FAN was also represented on the Family Violence Therapeutic Working Group and the Access and Equity Group as part of the RFVP. The 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.
- QEAST – The Q-East Alliance is committed to improving the health and wellbeing of LGBTIQ+ young people in the eastern region and the provision of resources for professionals working with LGBTIQ+ young people.
- 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.

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, students and volunteers. Their passion, resilience and tireless work drive our success and reinforce our organisations values. I extend my sincerest gratitude to each member of the team for their remarkable contributions. I also want to acknowledge Sue Carlile who was CEO until end of March this year for her many of years of service to FAN. FAN would not be who we are today without her years of leadership.

Looking ahead I am excited about the opportunities that lie before us. As an organisation we remain committed to our mission of creating a world where homelessness among young people is a thing of the past. By forging meaningful partnerships, harnessing innovative solutions, and amplifying the voices of young people we are confident of making a difference. I invite you to join in celebrating the achievements of the past year and embrace to the new beginnings that await. Together we can create a future where every young person has a safe and supportive place to call home.

I conclude with the Awards, which will be presented at the Annual General Meeting (AGM) – Congratulations to Peter Spriggins for the Leo Clarebrough Volunteer Recognition Award, to Patricia (Patty) Fuge for the Rhys Fox Achievement Award and to Nick Huntington and Kimberley (Kim) Glasson the Stephen B McLoghlin 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.

Michelle Thompson



Outgoing CEO Report Sue Carlile

I am writing this in August, several months since I retired as CEO of FAN, as a result this will be a departure from the usual CEO Annual Report I have written in previous years and more a reflection on my time at FAN, 38 years as an employee and 3 years as a volunteer before that.

In the months leading up to and post my retirement a pervading experience has been that of memory keeper, it has been a privilege to be a part of and had a role to play in shaping FAN over these four decades. In reflecting on what to write for the Annual Report, and mindful of the memory keeper role I have focussed on the earlier times at FAN, historical key events and those who now are best known by me and the legacy they have left. Not only FAN, but I have benefitted beyond what I can fully capture here.

As advised in the 40th Anniversary Annual Report in 2021, I first became involved at FAN in 1982, after meeting the FAN founder Stephen McLoughlin while we were both working at Box Hill Council as it was then known and Council has continued to be a key supporter of FAN, including the current office. As I had previously worked in Youth Justice and I was at the time working in the Council school holiday program for young people, I was keen to become involved in supporting an organisation responding to young people experiencing or at risk of homelessness.

The evolution of what became FAN was very much embedded in the contribution of many; in those early years a mentor program emerged, a community placement program and a strong community education program guided by the committee as it was then – many of whom offered support across all domains.

Each of the following are owed special thanks, many of them continued to support FAN for decades and in a variety of ways: Allan Rogerson, Tony Sell, Ted Long, Leo Clarebrough, Rhys Fox, Shirley Baird, Robert Joynt, Caroline and Derek Young – Orcadia Foundation, Olive Clark, David Webster, Rae Cook, Colin Bellis, Beth Oswald, Debbie Brown, Bruce Argyle, Michael Sheahan, Lynne Hillier, Helen Buckingham, Michael Smith, Helen Killmier, David Tolstrup, Paul Linossier, David Burlew, Brett Philipp, Caroline Symington, Rex and Sue Filson.

In 1985 recurrent funding was received through what was then known as Supported Accommodation Assistance Program (SAAP), partnership funding between Federal and State administered at State Government department which has changed names multiple times but now known as Department of Families, Fairness and Housing (DFFH).

I was the first staff member employed through this funding, shortly followed by Helen Ryan, and not too far after that Brigitte Hammer, Julie Fisher and Lynne Hahn. All of whom made a significant contribution, and both Brigitte and Lynne continued to work at FAN for many years.

Other staff at FAN over the years who were key in setting up new programs, contributed to research and funding opportunities, administrative and financial roles, and some at FAN for more than ten years, include: Melissa Urquhart, Peter Stephenson, Anne Tuke, Vanessa Bos, Kelle Castellano, Cathryn Taylor, Christina Andrews, Yasmin Thomas, Carla DiStefano, Jemmah McKie, Jacqui Gabriel, Rebecca Granata, Victoria Sobh, Felicity Green, Cathy Oliver, Maureen Higgins, Michelle Thompson and Oriana Phutully.

Creating a culture of quality, has underpinned so much of FAN's work, contributed to staff learning, development, portfolios, research, best practice and partnerships. It is fortunate that FAN has attracted staff committed to or willing to develop evidence based practice reflection which has contributed to many initiatives at FAN: establishing a Life Skills Program in 1997; Young Mums/Young Parents and Children services also 1997; Private Rental Program that preceded and contributed to the development of the Private Rental Brokerage Program through Creating Connections established in 2006; Alsorts Program for LGBTIQ+ young people established in 2006 – a leader and for many years sole LGBTIQ+ Homelessness response which contributed to FAN providing LGBTIQ+ sector capacity building, participation in research, conferences and journal articles and not least the development of the Rainbow Tick Standards which FAN was the first homelessness organisation to achieve; and about to undertake for the fourth time.

Partnerships have been a natural flow on in many of the above areas, the following represent the current partnerships which FAN is proud to be a part of, and I know Michelle will expand more on these. I would like to extend my appreciation to each of the partner agencies, to work across sectors with other like minded people not only makes a huge difference to the clients we support, but it is nourishing for us as professionals: Creating Connections – Uniting, Anchor, The Salvation Army; Pathways to Resilience – Uniting, Australian Childhood Foundation, EACH and Refuge Victoria; Pride in Place – VincentCare, Drummond Street/Queerspace, Uniting. It has also been deeply satisfying to have been on Eastern Homelessness Network Governance Group, the Victorian Homelessness Network, both of them since their inception.

Research is well documented in various Annual Reports and on the website, however it is worth making a particular mention here of the important part it plays,

not only in contributing to knowledge, program design, potentially government policies and funding, but it also provides an important place for clients and staff to contribute their experiences and insights. I am deeply thankful to all who have participated, your insights made a difference.

There are not enough pages available to me to refer to the multiple working parties, reforms, networks, inquiries, and other sector related projects I have been involved in. I appreciated the opportunity to be involved, particularly when able to champion the value and nimbleness of a smaller organisation. I was proud to be elected and to serve on the following Boards, all of them I was involved for many years: Volunteering Victoria; Eastern Tenancy Housing Ltd, Community Housing Ltd; Eastern Community Legal Centre; Council to Homeless Persons; and Inner East Primary Care Partnership. Undeniably being on a Board is one of growth as well as contribution.

I would also like to acknowledge the support of Claire Miran-Kahn, who has been my external supervisor for many years; the role of a CEO can at times be an isolating one, her insightful guidance is greatly appreciated.

It has been a profound experience reflecting over these four decades, it was also a personal journey as my job was never just a job, more than one person has noted that FAN was my baby. It also involved my family too, my sons Simon and Chris literally grew up with FAN, participated, usually willingly, in so many events and I hope it also shaped their own sense of social justice.

I conclude by acknowledging my appreciation that the Board endorsed my recommendation for Michelle Thompson to be appointed as Acting CEO. It was so much easier to step aside as CEO knowing that Michelle and the team would maintain the many qualities that have made FAN unique and lead FAN well into the future to continue to meet the needs of young people young families and children.

Sue Carlile

Client Services Report

The Client Services Team embraced change in 2022 – 23 with their manager of ten years, Michelle Thompson, becoming Acting CEO and Jessica Stott joining the team as Manager Client Services. The team continued to provide high quality support and services to young people who were homeless or at risk of homelessness throughout the change.

The Client Services Team supported a total of 662 people including 167 accompanying children during 2022 – 23. Of these, 35 young people and 16 accompanying children were accommodated in transitional housing properties and many more provided with holistic support to work towards their educational, employment, health, housing and social goals.

While FAN supports all young people experiencing or at risk of homelessness, its specialist cohorts, young families and young LGBTIQ+ people, were provided with dedicated properties and specialist support by family and LGBTIQ+ youth workers in recognition of the unique experiences of marginalisation experienced by these communities. Young people who had experienced family violence were offered counselling and creative arts therapy through Pathways to Resilience and LGBTIQA+ young people experiencing homelessness offered service navigation through Pride in Place.

Social connection was a theme for all FAN clients with 120 young people connecting with their peers through social, educational and creative activities at FAN's group programs: Young Mums' Group, Eastern Diversity Group and Talking with Pride.

In addition to this, 50 LGBTIQ+ young people had the opportunity to attend the magnificent Rainbow Ball.

These achievements are testament to the resilience and resourcefulness of the young people we serve and the passion, skill and commitment of the Client Services Team.

The Client Services Team provided the following programs to young people:

- Homeless Support Service (HSS)
- Private Rental Brokerage Program (PRBP)
- Housing Establishment Fund (HEF)
- Life Skills: Young Mums' Group (YMG) & Eastern Diversity Group (EDG)
- Volunteer Program
- LGBTIQ+ Family Violence Therapeutic Interventions Project: Pathways to Resilience & Talking with Pride
- Pride in Place: Housing and Homelessness Support for LGBTIQA+ people



Image Description: Youth Support Worker, Dalton, star jumps in front of a pride flag at FAN Outreach Event

*“I appreciate my case worker and
the organisation beyond words.
I wouldn't have been able to persevere through the
many tough times this years without your support.”
- FAN Client*

Treasurer 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, 2023.

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. In addition, thank you to Homes Victoria (part of DFFH) for their funding of our new Pride in Place program. 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.

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 30 June 2023

Audited by E Townsend & Co

Our asset to liability cover of 2.19 million is more than sufficient to meet our operational requirements. Our net assets are \$753,198


Surplus/Deficit

For the 22/23 financial year FAN generated an operating surplus of \$5,102 against a budgeted surplus of \$7,101. Total income for the year was \$1,160,233. Total expenses for the year were \$1,155,131. 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



Diane Godfrey (on behalf of Annerliegh Pappos, Treasurer)
Chairperson

Mission Statement

FAN 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.

FAN's Vision

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

We do this through:

Supporting young people's right to self-determination

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

Assisting young people toward independence and empowerment over their own lives

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

FAN's Core Values

FAN Board, Staff and volunteers embrace, support and contribute to the following core values:

Uphold &
Promote
Rights Based
Approach

Person
Centred
Practice

Trust,
Honesty &
Integrity

Respect &
Embrace
Diversity

Improve &
Innovate for
Best Practice

Client
Empowerment
Social Inclusion
Participation

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:

- 01 Foster an environment that encourages self-expression and acceptance of racial, cultural, sexual and religious diversity.

- 02 Monitor trends and emerging needs consistent with a best practice model and adherence to sound case management and client centred practices.

- 03 Strategically plan for client needs, consistent with FAN's philosophy and service delivery policies.

- 04 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.

- 05 Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation.

- 06 Empower clients to determine their own path towards secure, independent living and encourage re-establishment with family of origin where appropriate.

- 07 Facilitate individual counselling, family mediation and group work to young people and their families to address and resolve issues.

- 08 Encourage clients to plan, facilitate and participate in a range of creative, educational and personal development workshops in a supportive and safe environment.

- 09 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 & therapeutic interventions tailored to the needs of accompanying children.

10	Promote and encourage skill development in independent and shared living arrangements.
11	Work in collaboration with the broader service system and contribute to inter and intra-agency practice, sector reforms and policy interventions.
12	Promote public awareness of issues surrounding youth homelessness.
13	Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation.
14	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.
15	Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector.
16	Facilitate a learning environment; contributing to best practice, research and innovation.
17	Maintain effective data implementation and evaluation procedures.

Board of Governance



Diane Godfrey- Chair

She/Her

Diane joined the Board in 2017 and became chair of the Board in October 2018. 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. Diane then undertook the Deputy Executive Officer role at Safe Futures Foundation, retiring in early 2020. Working with the homelessness and family violence agencies in the Eastern suburbs and participating in many partnerships has provided Diane with an increased understanding of the regional sector. Diane has a strong commitment to social justice and is looking forward to continuing to work with staff and Board members of FAN.



Bronwen Henry - Deputy Chair

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 of 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.



Annerliegh Pappos - Treasurer

She/Her

Annerliegh Pappos has worked in the community justice sector for over twenty years and is currently a policy analyst for a national mental health organisation. She holds 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.



Hannah Hodges - Secretary

She/Her

Hannah joined the Board in November 2017. 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. 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. Hannah is excited about her role and is looking forward to continuing to contribute to FAN's great work.



Julieanne Darling - General Board Member

She/Her

Julieanne brings extensive experience and knowledge with over 20 years in government in Victoria and Tasmania. Julieanne has knowledge of the social services-funded sector, and experience in policy implementation, contract management and project management, as well as a keen interest and experience in business process improvement and risk. She brings with her, operational knowledge of housing, homelessness, care services, family services and family violence. Julieanne has a master of Business Administration (MBA).



Ange Morgan - General Board Member

They/Them

Ange joined the Board in February 2019 and is a registered art therapist (ANZACATA) practising 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 has a particular interest in art therapy in the service of adults who have experienced homelessness. Ange has presented their work on art therapy in the service of people experiencing homelessness, and on areas of consideration for TGD 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, Red Pencil/Hagar International in Cambodia, and Whitecliffe College in Auckland, Aotearoa/NZ. Ange holds a BA (Dance Performance) from VCA/Melbourne University & a BA (Hons) in painting from RMIT.

Board Advisors

FAN also wishes to thank and acknowledge the 2022-2023 board advisors:

- Caroline Symington (She/Her)
- David MacKenzie (he/Him)
- David Burlew (He/Him)

State & 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 & Youth
- Child Safe Standards
- National Disability Insurance Scheme
- Alcohol & Other Drugs and Mental Health Reforms
- Royal Commission into Institutional Responses to Child Sexual Abuse
- Royal Commission into Victoria's Mental Health System
- Royal Commission into Family Violence
- Social Services Regulation Reform
- Reconciliation Action Plan
- Gender Equality Act
- Environmental, Emergency & 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.

Image Description: LGBTIQ+ Project Support Officer Grace at the DIY Pride Merch Workshop



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 forty 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.

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.

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| 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.

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| 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

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| 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. |
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| 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. |
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| Goal 3 | Maintain FAN's commitment to continuous quality improvement including participation in appropriate accreditation processes and reviews. |
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| 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. |
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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.

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| 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. |
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| Goal 2 | Undertake risk management assessment for partnership development ensuring all future partnerships are appropriately assessed for risk and value to the organisation. |
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| 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. |
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Key Direction 5 - Research and Development

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

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| Goal 1 | Continue to build on FAN's reputation as an innovator in service development and best practice in areas of specialisation. |
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| 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. |
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| Goal 3 | Further strengthen and foster internal research, development and review into FAN's model, programs, and services. |
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-

Meet the FAN Team



Michelle Thompson (She/Her)
Acting CEO



Sue Carlile (She/Her)
Outgoing CEO
(retired 2023)



Michael Woollard (He/Him)
Financial Administrator



Chris Lulich (She/Her)
Executive Assistant/
Administration Officer



Jessica Stott (She/Her)
Manager Client Services



Oriana Phutully (She/Her)
Youth Support Worker



Aaron Ong (He/Him)
Youth Support Worker



Michelle Kiriama (She/Her)
LGBTIQ+ Specialist
Youth Worker



Jess Innes-Irons (She/Her)
LGBTIQ+ Specialist
Youth Worker



Cameron Darling (He/Him)
Pride in Place
Service Navigator



Grace Archer (She/Her)
LGBTIQ+ Project Worker



Vanita Harris (She/Her)
Youth Support Worker
(resigned 2022)



Daniel Ip (He/Him)
Pride in Place Service Navigator
(departed 2023)

Program Reports

The Client Services Team saw a total of 662 clients during the 2022-2023 reporting period, including 176 accompanying children. 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:



Collaborative Partners

The Client Services Team acknowledges the collaborative effort of our partnerships in the Greater Melbourne region that have assisted us to provide a wrap-around services to our clients.



HSS Outcomes & Achievements

1

HOUSING SUPPORT

63 people assisted with upskilling to look and apply for private rental

106 people assisted with housing information to understand their rights as a renter

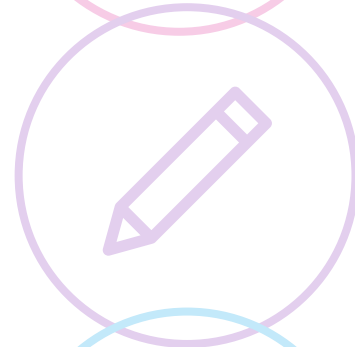


2

EDUCATION & EMPLOYMENT

15 people assisted to enroll, attend and complete their education

13 people provided with brokerage to gain or sustain their employment



3

MENTAL HEALTH

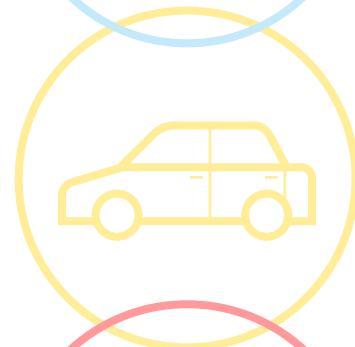
All staff were upskilled to provide Mental Health First Aid to support our clients experiencing severe distress and anxiety



4

TRANSPORT

13 people accessed brokerage to purchase driving lessons, referrals to the L2P program where young people are linked with a volunteer mentor to help obtain their 120 hours



5

CRISIS RESPONSE

46 people were provided with crisis support including funding for motels, interim case management and homeless service navigation



Homeless Support Services

Program Report

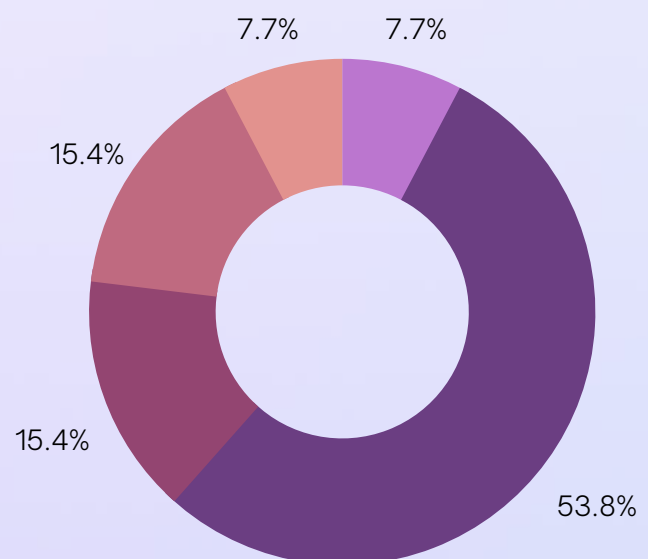
FAN's Homeless Support Services (HSS) program is a collection of specialist programs funded by the Department of Families, Fairness and Housing (DFFH). The program targets young people aged between 15 and 25 years, who are experiencing or at risk of homelessness. Youth Support Workers in the program utilise a holistic approach which considers all factors of client's lives including their education, employment, relationships, health, and wellbeing.

During the 2022-2023 reporting period, a total of 51 people were assisted by the HSS team. The 51 supported people consisted of 35 young people and 16 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. 20 Young people accessed LGBTIQ+ HEF.

Private rental continues to be the main housing exit for the young people in our program. A small number of our young people returning to live at home with family and others moving onto other supported accommodation including THM's, Youth Foyers or Youth Residential Recovery.

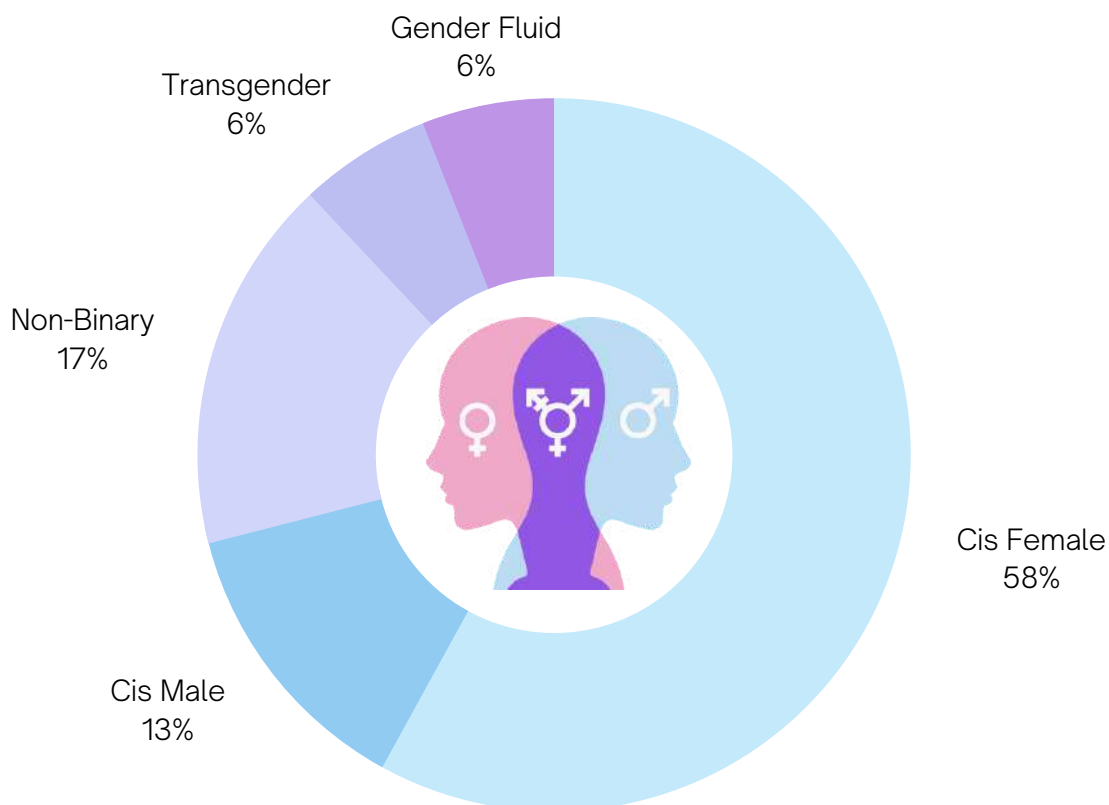
One young parent exited into social housing which is becoming increasingly available in new high-rise apartments.

THM Housing Outcomes



Young Women users continue to represent a higher proportion of our client demographic. For the first time in our history, non-binary people utilised FAN's services more than cis-males, while transgender and genderfluid people accessed our service in equal numbers. This highlights the diversity of the community we serve and underscores the importance tailoring our support to individuals and creating a safe and inclusive service for all of our clients.

FAN CLIENTS BY GENDER IDENTITY



This year has been financially challenging for our clients, with the cost-of-living soaring, real wages decreasing, and no real increase in Parenting Payment, Newstart, and Jobseeker allowances. Consequently, our clients face significant difficulty in accumulating savings due to limited disposable income. This is compounded by the issue of unaffordable housing. Young parents in particular struggle to secure stable housing, often lingering in transitional housing while awaiting offers for public housing.

Youth Support Workers have played a vital role in assisting clients through these difficult times through offering material aid in the form of groceries, fuel vouchers, cleaning products and bedding. Workers also provide resources to improve financial literacy, assistance with personal budgeting and referrals to financial counsellors.

Mental health challenges continue to be highly prevalent in young people. Mental health issues amongst young homeless people are further compounded by their experiences of childhood trauma, lack of safe relationships and the stigma felt by their experience of homelessness. In the face of these challenges the young people have demonstrated resilience by taking charge of their mental wellbeing by speaking honestly about their issues, accepting professional help and committing to their care plans.

It is the clients' commitment to embracing change and taking charge of their personal goals that is the key driver in ending their periods of homelessness. The effort and determination required to overcome these challenges cannot be overstated. Our clients not only succeed but do so with the courage to express their authentic selves.

HSS Support Provided 2022-2023

HSS supported
35 Young People



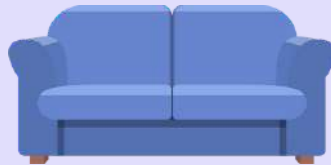
16 Accompanying
Children



20 young people accessed
LGBTIQ+ HEF



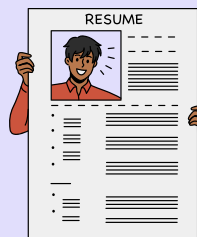
33 young people
provided with food relief



8 Young people assisted to
obtain essential furniture



19 young people secured
transport assistance



18 young people progressed
with Education & Employment
pathways



10 Young people
obtained
sustainable
housing



14 Young people with
Mental Health Support



8 people learned budgeting
& money management skills



4 Children accessed
free childcare

YFIC

The Young Families in Crisis (YFIC) Project is a crisis response targeting young families 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 accompanying children with a case managed crisis response, delivered across five properties. FAN, Uniting and Anchor continue to work in partnership to deliver the response.

YFIC has a standing agenda item at the Homelessness Service System Team Leader Meeting.

Orcadia

The Orcadia Program was developed through 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.

From 2022 – 2023 the Orcadia property supported a young family with 3 children. This young family accessed housing in the private rental market and was able to achieve this through their rental experience and reference gained through the Orcadia Program.

Alsorts- LGBTIQ+ Response

Established in 2006, FAN's Alsorts program was created in partnership with the ALSO Foundation – a specialist organisation that worked with the LGBTIQ+ community.

Although the ALSO Foundation ceased to exist in 2012, FAN continued to offer state-wide holistic support to young people who identify as part of the LGBTIQ+ community. FAN provides a specialist, unique support that is responsive to the needs of the LGBTIQ+ community.

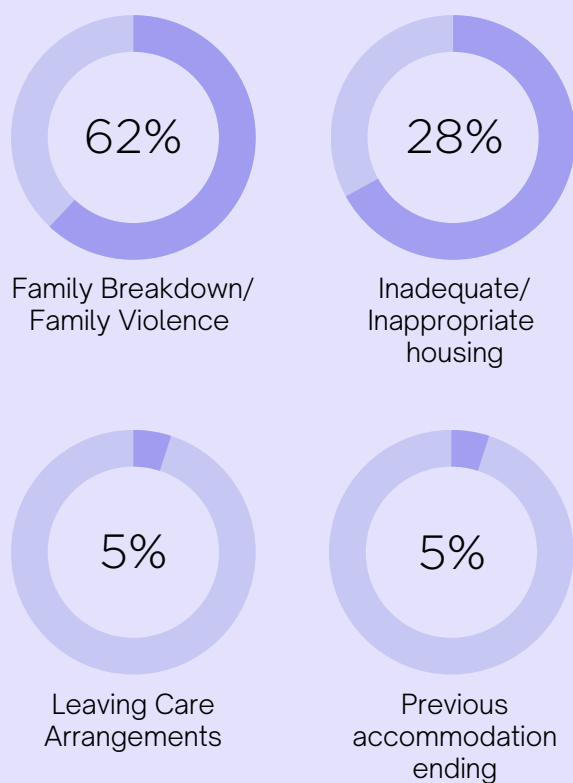
During the reporting period of 2022-2023, FAN'S Client Services Team supported 21 LGBTIQ+ young people through the transitional housing program.

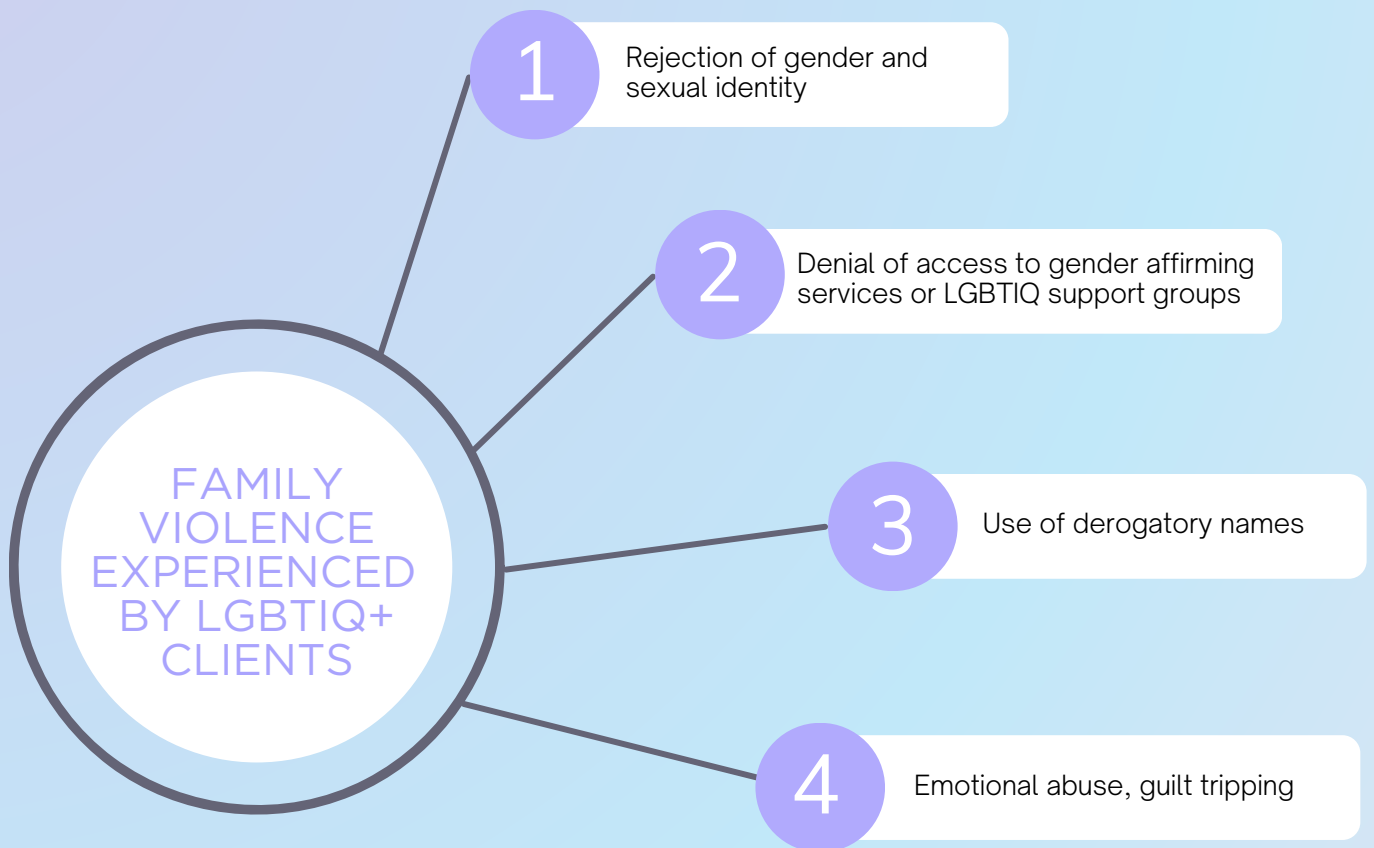
The 21 supported clients consisted of 14 young people residing in LGBTIQ+ specific properties, 4 in single shared properties and 3 in family properties.

7 young people have exited out of the THM properties, 5 obtained private rental and 2 went back to their family homes.

FAN has provided additional supports to LGBTIQ+ clients through programs such as HEF, PRBP, PIP, EDG and TWP.

Client's Predominant Reason for Referral to FAN





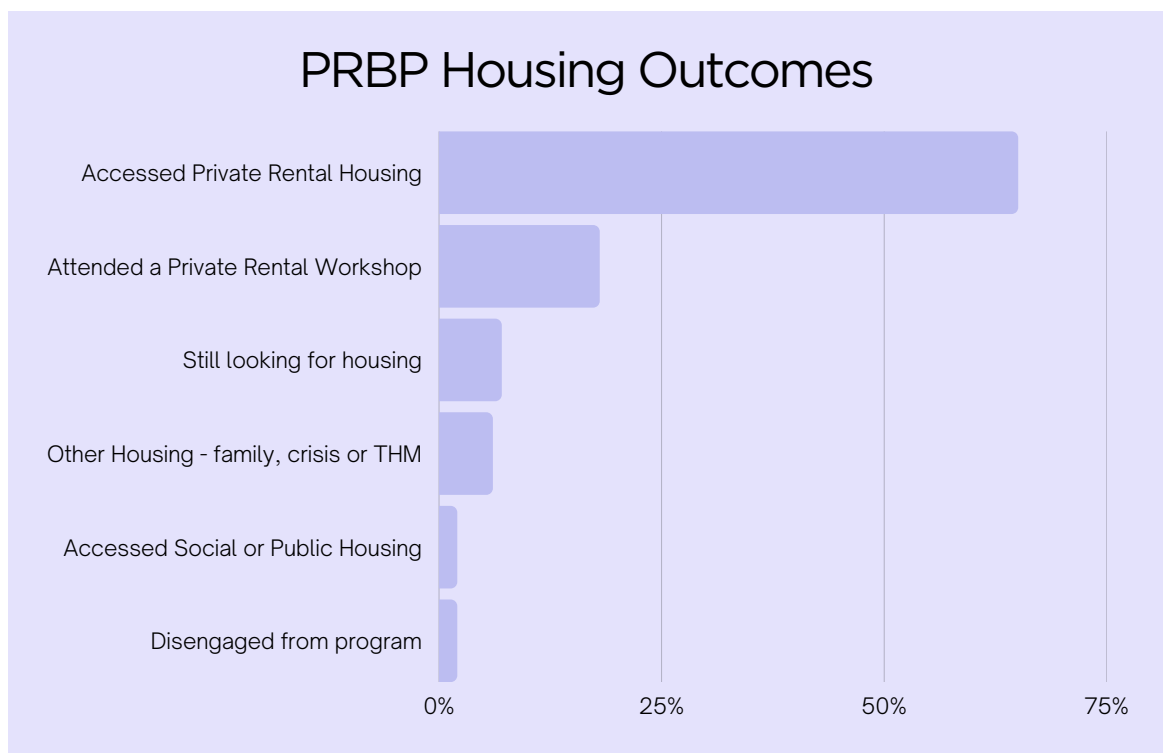
More than half (62%) of LGBTQ+ clients referred to the THM program were referred due to experiences of homelessness due to family breakdown and family violence. This trend in client presentation confirms the growing body of research, which demonstrates the correlation between family violence and homelessness experienced by LGBTQ+ community members.

The ongoing work conducted by youth workers at FAN, particularly LGBTQ+ specialist workers, serves as an important role in the clients' journey of recovering and healing from trauma. The young people need to be commended as well, as it is their resilience and determination to better improve their lives that makes the journey possible.

Creating Connections

Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program (PRBP) provides support to young people who are experiencing homelessness in achieving a private rental housing outcome.



For the reporting year, to June 2023, the PRBP has supported a total of 66 young people and 10 accompanying children. Of the young people and children who were part of the PRBP 65% accessed private rental housing and ended their experience of homelessness. These remarkable outcomes show the importance of specialised programs for young people in the homelessness service system and how the program can adapt to the changing climate of rental housing in Australia.

Young people continue to benefit from a wide range of supports available in the program including working one on one with a youth support worker to effectively develop their house hunting and application skills and improving other living skills such as budgeting and communication.

The program also provides brokerage assistance that is utilised to help with start-up costs associated with private rental housing including bond, rent in advance, essential whitegoods and costs associated with removalists. This brokerage assistance addresses the major financial barrier and challenges that young people experience in trying to access housing in the private rental market. Youth workers also provide additional support with advocating for young people to landlords, head tenants and real estate agents to give them the best possible chance of accessing and maintaining private rental housing.

The PRBP also delivers the Home of my Own workshops for young people. This workshop is delivered in face-to-face format over 2 sessions.

Through the workshops young people learn about support and services available, the latest changes to the Residential Tenancies Act 1997 and individual skill building that involves writing cover letters, creating application packs, and building skills and knowledge on how to pitch oneself as a perspective renter.

For the reporting year the PRBP ran 3 workshops with a total of 13 participants.

Image Description: Social Work Student Kate waters a new vegetable garden constructed at a FAN THM with support from the City of Whitehorse



“Thank you for this amazing program and worker. If it wasn't for this program we don't know how we could have been in our home we have now. We are so thankful and appreciative for this program and for the workers who make it happen.”

-Private Rental Brokerage Client

“The support structure that my case worker was able to build with me was incredibly helpful. The soft check-ins and willingness to support and take questions was immensely valuable.”

-Private Rental Brokerage Client

“I’m really thankful to the youth support officer who arranged to help financially during the hike in the cost of living.

They helped us during this rental market crisis time when we couldn’t find any place to move. I’m really happy to be the part of this program.”

-Private Rental Brokerage Client

Pride in Place is a partnership between Drummond Street Services Queerspace, VincentCare Victoria, Uniting Vic.Tas and Family Access Network (FAN).



In 2022-2023, Family Access Network (FAN) supported 17 young LGBTQIA+ people to access safe and sustainable accommodation.

Family Access Network has been involved in the Pride In Place consortia since July 2022. This program provides comprehensive, safe and inclusive recovery pathways for LGBTQIA+ people who are experiencing homelessness. Pride in Place also identifies and intervenes early to direct LGBTQIA+ people who are at risk of homelessness towards a place of safety and pathway to sustainable housing. Our services include Initial Assessment and Planning, Case Management and Coordination, Peer Navigation and Service Navigation to connect LGBTQIA+ people with the services they need, when they need them.

Agency and choice are at the centre of Pride in Place, with a focus on meeting people at their 'place' (wherever they feel safe and secure) and providing a flexible, whole-of-person and outcomes-based response.



Life Skills Programs

Young Mums Group

FAN's Young Mums Group (YMG) is for young parenting or pregnant women aged 15-25 and their accompanying children. The group, which has been running for over 20 years, provides a safe space for young women to share their stories, experiences and parenting skills. The young women can attend this group free from judgement and discrimination.

In the 2022-2023 reporting period, the group had 69 mums and 67 children contacts with a total of 136 contacts for the reporting period. YMG is now running at a new venue at the Box Hill South Neighbourhood House. Mums and children are really enjoying the new space which includes a playground and a large play area. We have had a range of great activities including a group mural, Life as a Mum collage, children's first aid session, Hey Dee Ho music and dancing sessions, Easter craft activity and meal planning and budgeting workshops. At the end of each term the group has an outing, this has a trip to Flip Out, a Play Center and the Christmas BBQ in the park. The participants can also bring family, friends, and dads to these outings.



Image Descriptions: Clockwise from left- Mum and child playing, children's faces pasted on bunny templates surrounded by cotton wool for Easter, a collage created at YMG, Mums and Volunteers watching children play



Image Descriptions clockwise L-R: Mum and child playing, children's faces pasted on bunny templates surrounded by cotton wool for Easter, a collage created at YMG, Mums and Volunteers watching children play

Life Skills Programs

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 homeless, or at risk of becoming homeless. The program was developed as an extension of the Alsorts statewide program response, which is centred on providing a safe space for young people to freely question and express their sexuality, sex characteristics and/or gender identity. During the reporting period of 2022-2023 there was a total of 34 contacts from young people registered for EDG, and 70 contacts from those engaged in the program through outreach.

This year has been a period of growth and change with a number of young people moving on from EDG. The transition has been due to young people securing private rental in different locations and others increasing their focus on work and study commitments. Although farewells and goodbyes can stir up feelings of sadness, these changes are always welcomed as they demonstrate positive growth in the lives of the young people. Outreach work to schools and services has been a strategy implemented to invite new young people into the EDG program and increase visibility of LGBTIQ+ services. Visibility is crucial for LGBTIQ+ community members who often experience feelings of isolation.



Image Descriptions: Clockwise from left: FAN staff and volunteers at wear it Purple Day, EDG Painting Workshop, FAN Staff, Young people attending Midsumma Pride March 2023

Rainbow Ball

One of the many highlights of the year was the Rainbow Ball, which occurred on the 26th of May at the Box Hill Town Hall. The ball provided an opportunity for LGBTIQ+ young people within the inner east to attend an event created to affirm and celebrate their identities. 50 young people including EDG participants attended the ball.

On the night of the event young people were involved in an array of exciting activities such as dancing, listening to live music, arts and crafts and the rainbow runway. There was also a quiet space for young people who needed some time out from the stimulating environment which was also very popular.

The event had the presence of LGBTIQ+ Liaison Officers, who were invited to continue the work of fostering positive relationships between the police force and the LGBTIQ+ community. An overwhelming majority of the young people provided positive feedback about the event, demonstrating its success.

In the words of the young people the event had “good and positive vibes”.

Image Description: Staff and Volunteers at the 2023 Rainbow Ball





Image Descriptions clockwise from top left: Young people pose in the photo booth, young people play with the bubble machine, Rainbow Ball attendees and volunteers stand in front of the DJ at Rainbow Ball, Live Performance, Rainbow Umbrella and decorations, event signage and FAN staff and volunteers

Pathways to Resilience

Pathways to Resilience (PTR) is FAN's specialist family violence program and offers integrated therapeutic services for LGBTIQ+ young people. The program is delivered in partnership with Uniting, Safe Futures Foundation, Australian Childhood Foundation, EACH and Family Access Network.

Being a part of the PTR partnership enables FAN to respond to the intersection of family violence and youth homelessness through one-to-one therapeutic support and our art therapy group "Talking with Pride" (TWP). PTR is funded by Family Safety Victoria and we are grateful for their ongoing support. Family Access Network has been involved in Pathways to Resilience since 2019 and Talking with Pride launched in 2020.

During the 2022-2023 reporting period, TWP has again exceeded its annual target on 10 clients, achieving a result of 170% over target. TWP supported 17 young people, through both group and one-to-one sessions resulting in a 6% increase on the previous year. We achieved 81 contacts for the 12 months. In addition to therapeutic supports, 5 young people have received financial support from PTR through the Special Project Brokerage funding. This support has enabled young people to access mykis, laptops and LGBTIQ+ fiction books for a reading club.

Over the past 12 months, TWP has offered a range of arts based activities, from zines to painting and drawing, to Pride tie-dye and collage making. This has enabled young people to express themselves and celebrate their unique identities through creating art together in a variety of modalities. TWP facilitates this by providing a safe and non-judgmental space for LGBTIQ+ young people to connect and share experiences with others who understand which allows individuals to feel seen, heard and welcomed. The process of connecting with caring community in TWP has been central to building group resilience and cohesiveness.

Our program serves a diverse group of people from all walks of life and we strive to make TWP accessible to all. We have been pleased to witness strong ongoing participation from gender diverse young people and young people with disabilities. Of all our achievements the most rewarding aspect of our art therapy program is seeing individuals flourish and grow through art. We are energised by the creative and emotional growth we have witnessed in our clients over the past 12 months and excited to continue building this in the year ahead.

Image Description: Oil Pastel Collaborative Artwork created by TWP Participants

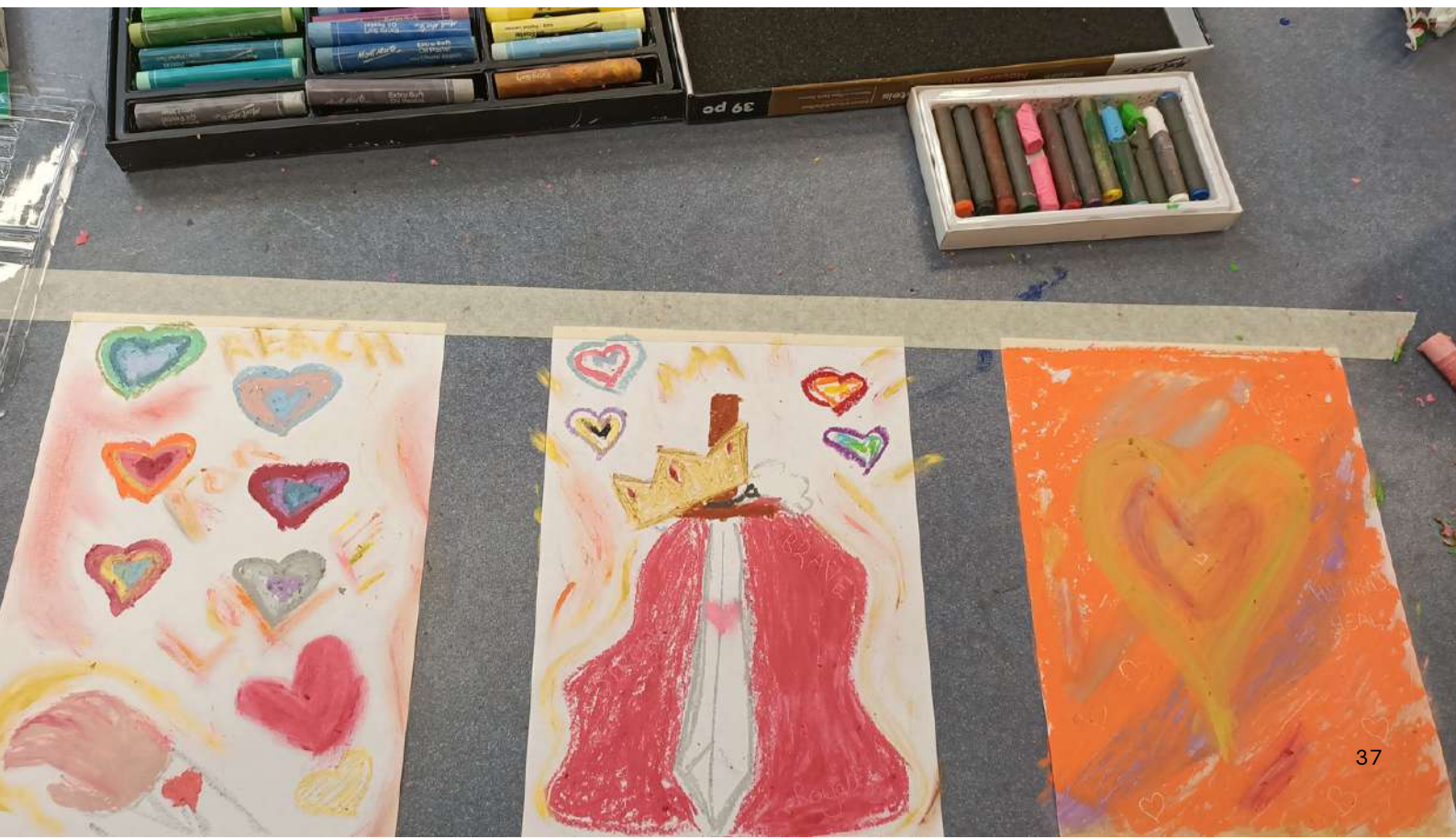




Image Description: Collaborative Collage made by TWP participants

Volunteers Program

FANS Volunteer Program commenced 42 years ago (1981) and continues to develop and evolve in response to the needs of presenting young people. The program undertakes in-depth recruitment, training and on-going support to all volunteer roles at FAN.

Volunteers have a pivotal role in the support FAN provides to young people and in 2022-2023 volunteers at FAN have contributed through the following roles:

- Lead Tenant - A live in youth mentor position that provides enhanced support to assist young people in the development of living skills and providing role modelling and appropriate behaviour in everyday conditions.
- 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 through shared activities.
- Volunteer for groups – Volunteers that contribute to the running of our Young Mums Group and Eastern Diversity Group and 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.

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 generous help during the 2022 - 2023 year.

Rain Flavell (Lead Tenant)

Peter Spriggins (Lead Tenant)

Anu Chandra (Mentor & Young Mums Group Volunteer)

Jennifer Tran (EDG Volunteer)

Roan Nair (Rainbow Ball Volunteer)

Sarah Brugman (Rainbow Ball Volunteer)

Finnley Stirling (Rainbow Ball Volunteer)

FAN also wishes to acknowledge and thank the students who have undertaken placements with us and contributed to the work of FAN over the past twelve months: Anna Gebbert, Amy Pollock, Grace Archer & Kate Roberts.

Image Description Clockwise L-R: Anna (Social Work Student), Amy (Art Therapy Student), Kate (Social Work Student), Jen (Volunteer), Grace (Social Work Student)



Organisational Development Grant 2022-2023

In 2022 FAN was selected as a recipient of an Equality Unit Organisational Development Grant. This grant funded FAN to expand our service delivery for 11-14 year old LGBTIQ+ young people through providing school holiday events, purchasing IT equipment and increasing staff capacity.

This grant supported FAN to further develop our partnerships with other LGBTIQ+ groups and supports in the local area. During the funding period FAN collaborated with several organisations to facilitate events including “DIY Pride Merch for Pride March” workshops, an end of year Pride Picnic, a Queer Nature Connection workshop, an IDAHOBIT event, a music workshop and the Rainbow Ball. Through the grant FAN staff were supported to attend specialist Adolescent Violence in the Home Training and a casual LGBTIQ+ Project Support Officer was employed to support the project.

FAN used a small portion of the funding to purchase a Microsoft Surface Pro for the office. FAN wishes to extend our thanks to The Minister for Equality, the Department of Families, Fairness and Housing and the Equality Unit for their support with this project over the last 12 months.



Image Description : LGBTIQ+ Youth Support Worker, Jess, holds up handmade pride flag

Equity Support Program

Family Access Network’s Equity Support Program provides assistance for some of the most vulnerable in our community through financial and in-kind donations. The generous support of many people and organisations has enabled the provision of food and personal care parcels, new clothing and underwear, transport for training and medical appointments, and assistance with funds for education and job training expenses. In addition to this, clothing, toys and Christmas gifts for babies and young children have also been distributed to our youngest clients.

We have been fortunate this year to receive many suitable bundles of in-kind donations to give directly to our clients. The support we get for this program enables young people to access essential items that they would not be able to afford to buy for themselves. With the rising cost of living pressures we have again seen significant need for assistance with food over the past 12 months.

On behalf of all the clients we have been able to assist, Family Access Network and staff recognise the invaluable support of; and thank individuals and organisations who have contributed financial and in-kind donations which have enabled FAN to continue providing direct aid to young people and accompanying children.

Portfolios



The FAN portfolio system was established in 2004 and remains a core structure of the organisation. FAN portfolios ensure organisational integrity and accountability, and facilitate the engagement in research, good practice and innovation that have become embedded practice at FAN.

Portfolios are led by self-directed staff teams with aligned areas of expertise who collaborate to develop and deliver innovative programs and practices to meet the needs of our client groups, support the needs of staff and influence the strategic direction of the organisation.

Portfolios provide valuable opportunities for sharing of knowledge and skills, meaningful contribution and professional development.

Portfolio activities are regularly reported to all staff and Board members and reviewed annually.

FAN Honorary Life Members

Wendy Brooksbank (dec)

Robert Joynt Debbie Brown

Ted Long (dec)

Sue Carlile

Steve McLoghlin (dec)

Olive Clark (dec)

Allan Rogerson

Leo Clarebrough (dec)

Tony Sell (dec)

Rae Cook

David Webster

Rex & Sue Filson

Caroline Young

Shirley Ingram (Baird) (dec)

Colin Bellis

Helen Killmier

David Burlew

Recognition and Awards

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.

The Stephen B McLoughlin Encouragement Award recipients for 2023 are Nick Huntington and Kimberley (Kim) Glasson

Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award recipient for 2023 is Patricia (Patty) Fuge

Leo Clarebrough Volunteer Recognition Award

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

The 2023 Leo Clarebrough Volunteer Recognition Award recipient is Peter Spriggins

Previous Award Recipients

Stephen B McLoghlin Encouragement Award

2022: Lance Buesa & Estevan Pena	2015: Ashleigh Lanko
2021: Patricia Fuge & Daniel Cutts	2014: Tegan Averay
2020: Romie Haroun & Nartascha Issamael	2013: Gabrielle Hollowood
2019: Jamie Boyan & Casey McNory	2012: Natalie Sewell
2018: Jeanne McMahon & Steffanie Connors	2011: Nick Flannery & Maria Ho
2017: Khaleah Smythe & Kayla Diegan	2010: Rebecca Carr & Xavier Evertiz
2016: Tori Binns & Justin Bonney	

Rhys Fox Achievement Award

2022: Amber Hawker & Piper Harrington	2007: Erin McLoney & John Newton
2021: Sophie Howard & Alex Mitchell	2006: Gypsy Bates & Bronwyn Smith
2020: Evelyn Pitman & Codie-Lee Currie	2005: Tessa Daniels & Katrina Vanderwiel
2019: Allison Johnson	2004: Kathryn Lea & Matthew Richardson
2018: Lara Jamieson & Harley Bowra	2003: Jaycie Duncan & Elise Ramage
2017: Abby Schwav & Gabrielle Hollowood	2002: Lauren Jones & Lani Elkin
2016: Natalie Robson & Ryan Kennedy	2001: Melissa Clemans
2015: Lauren Abbot	2000: Andrea Fox & Cherie Davis
2014: Claire Kelly & Jordan Smith	1999: Kylie Ives
2013: Jessica Pagramm & Monique May	1998: Matt Jones & Kerry Warren
2012: Simron Shivagni & Elle Marcombe	1997: Melissa Plain, Angela Boyd & Paul Steur
2011: Racheal Hughs & Skylar Rush	1996: Annerliegh Parkinson
2010: Xavier Evertiz & Samuel Rhodes	1995: Amanda Dywer & Kareem Hamid
2009: Jess Portuguese, Apryl Ennis & Mary	1994: Katrina White & Emma Morecroft
2008: Illaria Starlit, Stacy Palmer & Melinda Waterworth	

Leo Clarebrough Volunteer Recognition Award

2022: Caitlin Frost & Ray Addock	2018: David Burlew
2020: Joe Horack & Brooke Fletcher	2017: Dimi Hoppe
2021: Nil due to COVID-19	2016: Alan Rogerson

Financial Report

FAMILY ACCESS NETWORK

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30TH JUNE 2023

Income	2023	2022
	\$	\$
Government Funding		
Dept Families Fairness and Housing	575,623	487,119
Dept Families Fairness and Housing HEF	23,272	22,248
Dept Families Fairness and Housing Brokerage	206,759	130,427
Dept Families Fairness and Housing Eastern Health HYDDI	6,243	23,871
Dept Families Fairness and Housing (LGBTIQ) FV	62,655	53,501
Dept Jobs, Precincts and Regions	10,909	0
Department of Premier and Cabinet Engage & Other	0	21,993
Pride in Place	64,498	0
Department of Social Services	2,000	3000
	951,959	742,159
Local Council Funding		
City of Whitehorse	57,925	40,156
Total Local Council Funding	57,925	40,156
Government Funding		
Philanthropic Trusts	0	2,070
Streetsmart - Homeless Charity	7,250	0
Traineeship	0	6,828
Uniting Church	62,774	35,297
LGBTIQ Organisational Development	28,000	0
	98,024	44,195
General		
Membership	50	95
Property Rental	17,794	17,589
Other Income	4,876	9,591
Donations received General	20,488	20,530
Interest Received	1,876	190
Surplus/(Deficit) on sale of property, plant, equip	7,241	6,496
TOTAL INCOME	1,160,233	881,001

FAMILY ACCESS NETWORK

	2023	2022
	\$	\$
Expenses		
Housing Establishment Fund	17,718	15,285
Life Skills programs & Workshops	3,847	8,969
LGBTIQ	10,523	966
Other programs	26,068	11,095
Brokerage	66,845	60,307
Total Program Expenses	125,001	96,622
Depreciation	29,268	21,774
Audit	4,250	2,500
Office Operating	67,142	60,883
Office Utilities	19,802	14,251
Rent	9,000	9,000
Staff Recruitment	2,416	2,446
Staff Oncosts	36,628	17,686
Superannuation	79,576	56,910
Volunteer Expenses	273	200
Wages	769,505	582,979
Workcover	12,270	8,329
Total General Expenses	1,030,130	776,958
Total Expenses	1,160,233	873,580
Surplus (Deficit) from ordinary activities	5,102	7,421
Other Comprehensive Income/Expense)	0	0
Net Surplus attributable to the association	5,102	7,421

FAMILY ACCESS NETWORK

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2023

ASSETS	Note	2023	2022
		\$	\$
CURRENT ASSETS			
Cash and Cash Equivalents	3	585,033	372,419
Trade and Other Receivables	4	3,720	10,700
Other Assets	5	223,170	209,432
TOTAL CURRENT ASSETS		811,923	592,551
NON-CURRENT ASSETS			
Property Plant and Equipment	6	569,824	566,336
TOTAL NON-CURRENT ASSETS		569,824	566,336
TOTAL ASSETS		1,381,747	1,158,887
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	7	66,413	51,850
Current Tax Liabilities		17,992	19,811
Employee Entitlements Provision	8	128,335	122,926
Contract Liabilities	9	415,809	216,204
TOTAL CURRENT LIABILITIES		628,549	410,791
NON-CURRENT LIABILITIES			
Financial Liabilities		0	0
TOTAL NON-CURRENT LIABILITIES		0	0
TOTAL LIABILITIES		628,549	410,791
NET ASSETS		753,198	748,096
TOTAL EQUITY			
Retained Surplus		190,966	185,864
Reserves		562,232	562,232
TOTAL EQUITY		753,198	748,096

FAMILY ACCESS NETWORK

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:

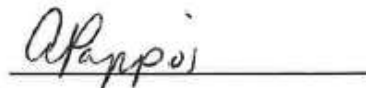
- 1 The financial statements and notes satisfy the requirements of Australian Accounting Standards the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for profits Commission Act 2012
- 2 At the date of this statement there are reasonable grounds to believe that Family Access Network Inc is able to pay all of its debts as and when they become due and payable

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



Diane Godfrey
Chairperson

Dated this 20/Sept 2023



Annerliegh Pappos
Treasurer

Dated this 4/Sept 2023

Acknowledgements

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

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

FAN's wishes to thank and acknowledge the generous contributions of our supporters over the past 12 months.

Austbrokers Countrysde (Staff)
Canterbury Council of Churches
Centrelink
Department of Jobs, Precincts & Regions
Department of Social Services
Eastern Emergency Relief Network
Eastern Health
Goods 360
KevCom
Lion's Club Box Hill
Melbourne Inclusive Church
Orcadia Foundation - Caroline & Derek Young
Ringwood Magistrates Court
Share the Dignity
Shoes for Planet Earth
St Kilda Mum's
Street Smart
The Generosity Collective
The Salvation Army
Underwear for Humanity
Uniting Church
Valda Twaddle Trust
Youth Connexions
Whitehorse City Council

Allan Rogerson
Collin Bellis
Donald Kay
David Stohr
Keely Chew
Malcolm Romano of Designsense Web
Milla Burgess
Paul Linossier
All Donations from Give Out Day

Image Description: Christmas Donations from Centrelink staff 2022



Acronyms

AHURI	Australian Housing and Urban Research Institute	ITC	Integrated Therapeutic Community
CHL	Community Housing Limited	LLEN	Local Learning and Employment Network
CEEP	Creating Connections Education Employment Pathways	LGBTIQ	Lesbian, Gay, Bisexual, Transgender, Intersex & Queer
CHP	Council to Homeless Persons	L2P	L2P Program: Learner driver mentor program
CQI	Continuous Quality Improvement	MARAM	Multi Agency Risk Assessment & Management
CYMHS	Child and Youth Mental Health Service	MCS	Manager Client Services
DFFH	Department of Families, Fairness and Housing	PiP	Pride in Place
EACH	Eastern Access Community Health	PRBP	Private Rental Brokerage Program
ECASA	Eastern Centre Against Sexual Assault	PTR	Pathways to Resilience
EDG	Eastern Diversity Group	QIP	Quality Innovation Performance
EHN	Eastern Homeless Network	RFVP	Regional Family Violence Partnership
EHSSA	Eastern Homelessness Service System Alliance	SHS	Specialist Homelessness Services
FRMP	Family Reconciliation Mediation Program	THM	Transitional Housing Management
FVREE	Specialist Family Violence Service, formerly EDVOS	TOD	The Orange Door
FV	Family Violence	TWP	Talking with Pride
HSS	Homeless Support Services	YFIC	Young Families in Crisis
HEF	Housing Establishment Fund	VHN	Victorian Homelessness Network
IDAHOBIT	International Day Against Homophobia, Transphobia & Biphobia	YMG	Young Mums Group



Thank you for taking the time to read our annual report. If you have any questions or would like to discuss our findings further, please don't hesitate to reach out to us.

Family Access Network

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