



# Family Access Network



43rd ANNUAL REPORT  
2023-2024

*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.

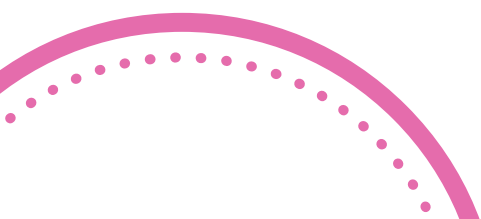
FAN affirms our commitment to the Darlington Statement, developed by intersex organisations and advocates in 2017, which articulates the human rights demands of people with intersex variations in Australia and Aotearoa/New Zealand.





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# CHAIR REPORT



As I reflect on the past year 2023-2024 it is inspiring to acknowledge the work that FAN has achieved over the last twelve months. Under the leadership of Michelle Thompson, the organisation has continued to provide inspirational support to clients and has also participated in new service delivery to provide the Pride in Place program in conjunction with Vincent Care and Drumond Street. More information on the many programs offered by FAN can be found throughout the Annual Report.

All staff have participated in team building and other training and an employee assistance program has been introduced to assist staff when needed. Staff have contributed articles to Parity highlighting the wonderful work undertaken by FAN.

We welcomed two new Board members this year, Anne Vranisan and Sarah Wright, who both come to FAN with longstanding experience working in the Non-Government Sector. I would like to thank all the Board members, Hannah Hodges, Bronwen Henry, Annerliegh Pappos, Julieanne Darling and Megan Williams, Anne and Sarah for the wonderful support they provide to FAN.

The Board has focused on Risk and Compliance over 2023-24 developing a new risk register and undertaking Risk and Compliance training delivered by Risk Solutions and participated in a workshop to contribute to the development of a new Strategic Plan.

On behalf of the Board, I would like to thank Michelle and all the staff at FAN for their commitment to the clients they are working with and acknowledge the successful outcomes achieved by staff and our clients.

Diane Godfrey  
She/Her  
Chair of the Board



# CEO REPORT



I am excited to present our Annual Report, which truly reflects the incredible work we have accomplished over the past year. This report not only showcases our achievements but also celebrates the dedication and hard work of our staff.

Over the past year, from July 2023 to June 2024, we've supported 609 young people, including LGBTIQ+ individuals, young families, and their children. Among them were 112 children, with over 90% being under five years old. The breadth of our programs, designed to help clients navigate multiple challenges, is detailed in the following reports.

Since 1985, FAN's core homelessness services have been funded by the Department of Families, Fairness and Housing (DFFH). To meet the evolving needs of our clients, we continuously seek their input to enhance our services. This commitment is supported by a variety of funding sources, and we're particularly grateful to the City of Whitehorse, Family Safety Victoria, Department of Premier and Cabinet, Streetsmart, and Melbourne Inclusive Church for their contributions.

At FAN, we believe that collaboration enhances outcomes. We work closely with partner agencies to address homelessness, family violence, mental health issues, and related challenges. Our involvement extends to community education, advocacy, consultations, sector reforms, and participation in networks, partnerships, steering groups, peak bodies, reference committees, and alliances.



## Key Collaborations and Projects:

- **Creating Connections:** In partnership with Uniting (Lead), Anchor, Salvation Army, and FAN. We deliver the Private Rental Brokerage Program and oversee the allocation of brokerage funds (CEEP) for young people's employment and education pathways within the homelessness service system.
- **Pathways to Resilience:** A Family Violence Therapeutic Intervention with Uniting (Lead), EACH, Australian Childhood Foundation (ACF), Refuge Victoria (RV), and FAN. We provide therapeutic support for LGBTIQ young people, primarily through group work and individual support.
- **QEAST Alliance:** Committed to improving the health and well-being of LGBTIQ+ young people in the eastern region and providing resources for professionals working with them.
- **Pride in Place:** A pilot project, funded until June 2025, that intervenes early to support LGBTIQ+ people at risk of homelessness. Consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and FAN, serving the Hume Moreland, Inner Western Metro, Outer Eastern Metro, and Central Highlands regions.
- **Homelessness Sector:** Homelessness is at the core of our work. We actively support and participate in the Eastern Homelessness Service System Alliance (EHSSA) and EHN Team Leaders Network.
- **Family Violence Sector:** Family violence affects over 90% of our clients, with outcomes often intersecting with the homelessness sector. We're engaged in Family Violence networks and statewide implementations, including The Orange Door Implementation, Regional Family Violence Partnership (RFVP), practice groups, Family Violence Therapeutic Intervention, and the City of Whitehorse's Collective Action Network for the Prevention of Violence Against Women. FAN also contributed to the Family Violence Therapeutic Working Group as part of the RFVP.

Our achievements would not be possible without the unwavering support and dedication of our Board, staff, students, and volunteers. Their passion, resilience, and tireless efforts are the driving force behind our success and the embodiment of our organisation's values. My heartfelt thanks to each team member for their outstanding contributions.

Looking ahead, I am thrilled about the opportunities before us. As an organisation, we remain steadfast in our mission to create a future where youth homelessness is a thing of the past. By building meaningful partnerships, embracing innovative solutions, and amplifying the voices of young people, we are confident in our ability to make a lasting impact.



Join me in celebrating the achievements of the past year and embracing the new beginnings on the horizon. Together, we can create a future where every young person has a safe and supportive place to call home.

To conclude, I am pleased to announce the recipients of this year's Awards, which will be presented at our Annual General Meeting. Congratulations to Jennifer Tran for the Leo Clarebrough Volunteer Recognition Award, Michaela Hadkiss and Tahlia Lacy for the Rhys Fox Achievement Award, and Sterling Cerveira and Liz Hyde for the Stephen B. McLoughlin Encouragement Award.

At FAN, 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 is at the heart of everything we do.

Michelle Thompson  
She/Her  
CEO



# CLIENT SERVICES REPORT



During 2023-24, the Client Services Team embraced change with Oriana Phutully taking on the role of Team Leader. Throughout this transition, the team maintained its commitment to delivering high-quality support and services to young people experiencing or at risk of homelessness with a total of 609 supports including 112 accompanying children. Of these, 70 young people and 24 accompanying children were supported through our transitional housing properties and our outreach program. Young people were assisted through a holistic, person-centred approach, working towards their identified goals in education, employment, health, housing, and social connection.

While FAN supports all young people experiencing or at risk of homelessness, its specialised cohorts, including young families and young LGBTIQ+ individuals, received dedicated properties and tailored support from our youth support workers. This approach acknowledges the unique marginalisation faced by these communities. Additionally, young people who had experienced family violence were offered counselling and creative arts therapy through Pathways to Resilience, while LGBTIQ+ youth experiencing homelessness received service navigation support through Pride in Place.

Additionally, through FAN's group programs: Young Mums' Group, Eastern Diversity Group and Talking with Pride, we had 309 supports. Young people attending these groups connected with their peers and were involved in social, educational and creative activities.

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
- Creative Arts Therapy Program (CAT)
- Pride in Place: Housing and Homelessness Support for LGBTIQ+ people

Oriana Phutully  
(She/Her)  
Team Leader Client Services



**Image Description:** FAN client residing in their long-term housing property thanks to Victoria's Big Housing Build

**Client quote:** "Thanks for helping me with getting my place. I now have a safe place for me and my daughter to call home"

# 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, 2024.

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 2024

Audited by E Townsend & Co

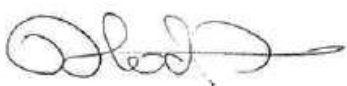
Our asset to liability cover of 2.5 is more than sufficient to meet our operational requirements. Our net assets are \$755,659

## SURPLUS/DEFICIT

For the 23/24 financial year FAN generated an operating surplus of \$2,461 against a budgeted surplus of \$7,934. Total income for the year was \$1,252,052. Total expenses for the year were \$1,249,591. A breakdown of these expense lines can be found in the Financial Reports.

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 VALUES



Uphold &  
Promote  
Rights Based  
Approach

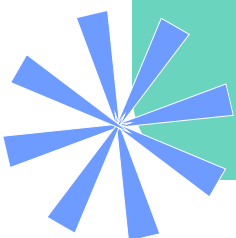
Person  
Centred  
Practice

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.

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

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

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- 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.

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

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

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

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

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- 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 a range of services & therapeutic interventions tailored to the needs of accompanying children.

- 10 Promote and encourage skill development in independent and shared living arrangements.

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- 11 Work in collaboration with the broader service system and contribute to inter and intra-agency practice, sector reforms and policy interventions.

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- 12 Promote public awareness of issues surrounding youth homelessness.

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

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- 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.

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- 15 Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector.

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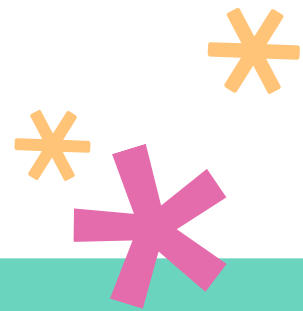
- 16 Facilitate a learning environment; contributing to best practice, research and innovation.

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- 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

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).



### **Megan Williams - General Board Member (She/Her)**

Megan has worked in the Victorian social service sector for 26 years. She has acquired extensive knowledge of the disability, mental health, family violence and homelessness sectors. Megan has extensive advocacy experience and has worked with an independent statutory safeguarding authority to protect vulnerable cohorts from abuse and neglect. She has strong interpersonal skills and values the importance of establishing robust relationships with key stakeholders. Megan holds a Bachelor of Applied Science in Disability Studies (Major in Psychology) is a nationally accredited mediator and holds qualifications in Auslan.





### **Anne Vranisan - General Board Member (She/Her)**

Anne has qualifications in social work and family therapy and has worked in the community sector for 35 years. She has performed a range of direct practice roles in child protection, out-of-home care and family counselling. Over the last 20 years, Anne has undertaken a variety of management roles supporting teams delivering family counselling, youth development programs, family law services and AOD programs. Most recently Anne has been working in a wellbeing role in the Disability sector. Having long been aware of FAN's innovative work in the sector and being a resident of Box Hill, she is delighted to be able to support this work by being a member of the Board



### **Sarah Wright - General Board Member (She/Her)**

Sarah joined the Board in 2023 and is a passionate Community, Health Safety Wellbeing, and People Leader with over 30 years' experience in government and non-government services.

She has worked across the early childhood, disability, education and health sectors and holds qualifications in Early Childhood, Applied Science (disability), Occupational Health and Safety, Governance, Return To Work and Mental Health First Aid.

Sarah is passionate about making a difference, engaging community and supporting and valuing every individual for who they are no matter of age, ability, circumstance or gender identification.



# STATE & FEDERAL CONTEXT



Image Description: Minister Harriet Shing and MP Paul Hamer with the FAN Team

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.

# 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.

## Direct Services

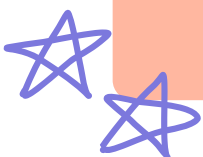
Ensure that FAN's programs and services for young people are responsive to their needs and delivered within a strengths-based, client centred approach, continually seeking better ways to identify emerging or 'hidden' need/issues.

- 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.

## 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 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.



## 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.



## Strategic Alliances and Partnerships

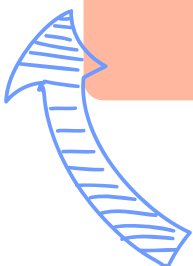
Strategically develop new alliances and partnerships as well as maintain and foster current community sector and corporate relationships that enhance FAN's range of services and organisational capacity.

- 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.

## 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.



# Meet the FAN Team!



## FAN Management Team



Michelle Thompson  
(She/Her)  
CEO



Oriana Phutully  
(She/Her)  
Team Leader



Michael Woollard  
(He/Him)  
Financial Administrator



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

## Client Services Team



Aaron Ong  
(He/Him)  
Youth Support  
Worker



Kelly O'Sullivan  
(They/She)  
Youth Support  
Worker



Michelle Kiriyama  
(She/Her)  
LGBTQIA+ Specialist  
Youth Worker



Dalton Kealey  
(He/Him)  
LGBTQIA+ Specialist  
Youth Worker



Jess Innes-Irons  
(She/Her)  
Creative Arts Therapist



Cameron Darling  
(He/Him)  
PIP Service Navigator  
Departed 2024



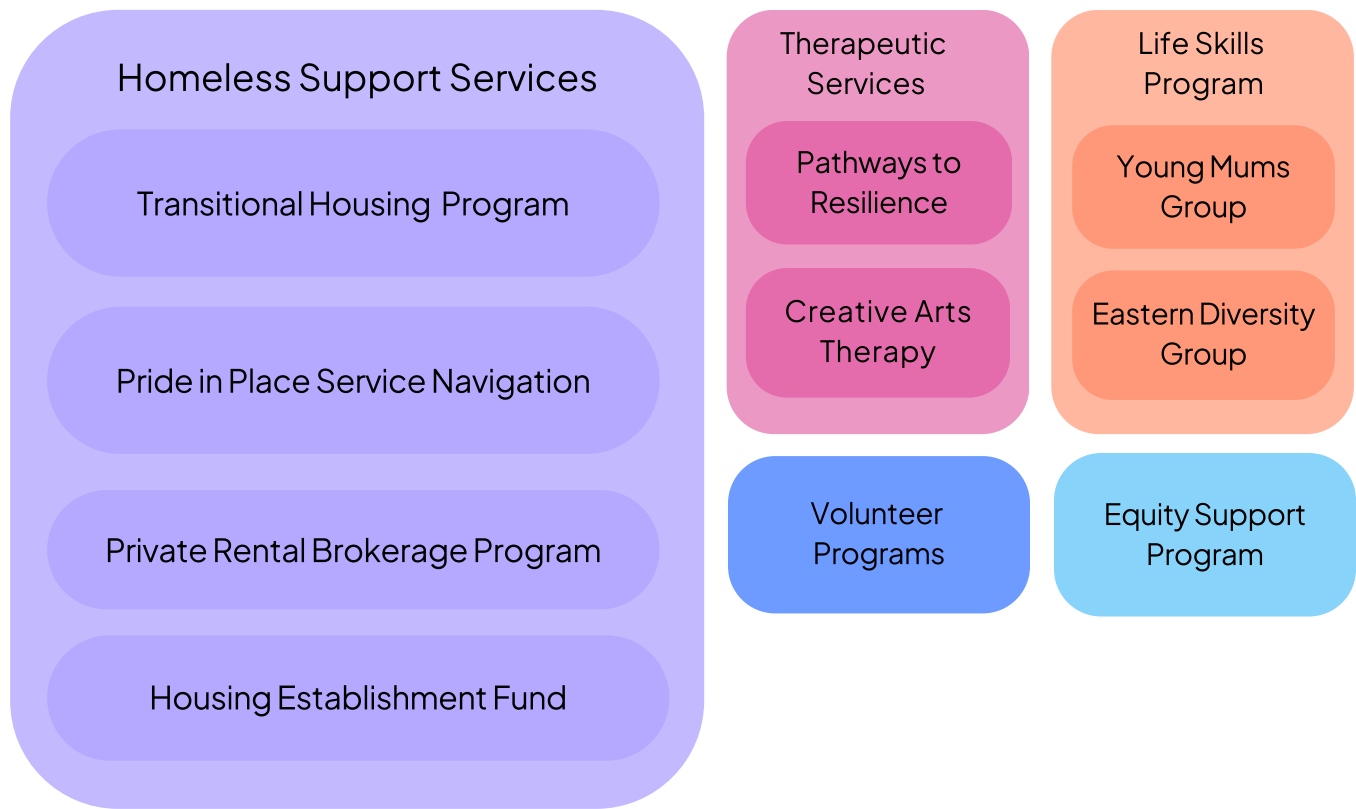
Jessica Stott  
(She/Her)  
Manager Client Services  
Departed 2023



Grace Archer (She/Her)  
LGBTQIA+ Project Worker  
Departed 2024

# Program Reports

The Client Services Team saw a total of 609 clients during the 2023-24 reporting period, including 112 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.

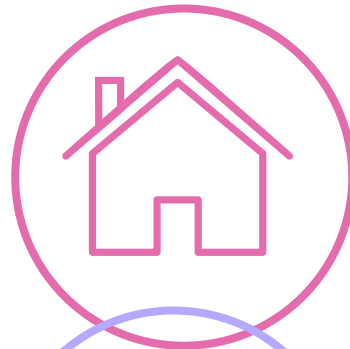


# Outcomes & Achievements

1

## HOUSING SUPPORT

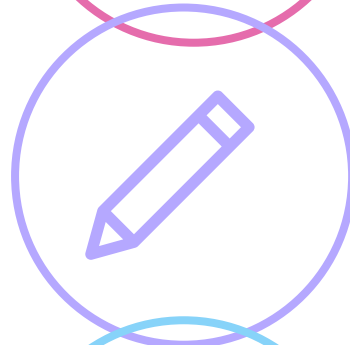
46 young people supported to obtain long-term housing.  
9 Families were assisted into Community Housing  
20 Young people were upskilled through FAN workshops to search and apply for private rental.



2

## EDUCATION & EMPLOYMENT

2 Young people completed the Homie Pathway Alliance program and successfully obtained a Cert III in Business.  
11 Young people accessed brokerage for their education and employment exit pathways.



3

## MENTAL HEALTH

Young people were supported with managing stress, anxiety, and other emotional challenges through counselling, art therapy referrals and access to brokerage to see specialist. 19 Young people assisted with referrals to formal Mental Health Support.



4

## LEGAL

9 young people were provided with legal support which includes assistance with infringement reviews, court support, referrals to Youth and community legal centers.



5

## CRISIS RESPONSE

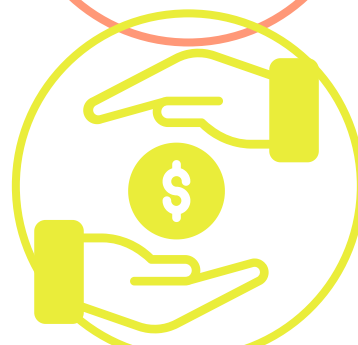
89 young people were provided with crisis support including funding for motels, interim case management and PIP homeless service navigation.



6

## FINANCIAL SUPPORT

34 young people were assisted with improving their budgeting and financial literacy. 8 Young people were also assisted to obtain Centrelink payment.



# 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 16 and 25 years, who are experiencing or at risk of homelessness. Youth Support Workers in the program adopt a holistic approach, considering all aspects of a young person's life, including their education, employment, relationships, health, and overall wellbeing.

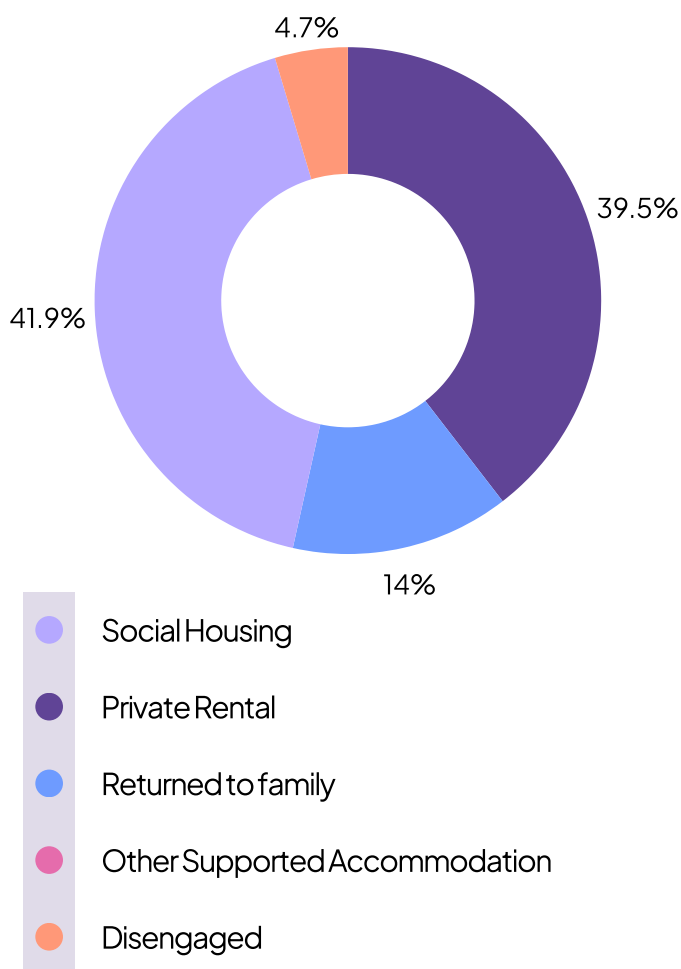
## Program Overview and Impact

During the 2023-24 reporting period, our HSS team assisted a total of 129 young people through FAN's specialist programs, which include Transitional Housing Management (THM), Outreach Support, and the Housing Establishment Fund (HEF).

Of the 129 young people assisted, support was provided to 101 individuals and 28 accompanying children. Our Transitional Housing Program remains the primary focus, supporting 41 young people and 19 accompanying children. Additionally, our team provided outreach support to 11 more young people and 3 accompanying children.

FAN furthermore provided 49 young people and 6 accompanying children with the Housing Establishment Fund (HEF). HEF is divided into two categories: General HEF, accessible to young people in the Inner Eastern Metropolitan Region, and LGBTIQA+ HEF, available statewide to young people who identify as part of the LGBTIQA+ community. In this period, 20 young people and 4 accompanying children were supported through General HEF, while 29 young people and 2 accompanying children were assisted with LGBTIQA+ HEF funds.

## THM Housing Outcomes



## Housing Outcomes

Private rental continues to be the primary housing exit for the young people engaged in our THM program. Of the 17 young people who exited our THM program, 8 individuals (47%) successfully secured private rental housing. Additionally, 7 young people (41%) with 8 accompanying children transitioned into Social Housing and the remaining 2 young people (12%) returned to their family home.

Accessing the private rental market remains challenging, but with support from our dedicated Youth Workers, clients are demonstrating resilience in their search for secure housing. Despite rising living costs and increased rental prices - evidenced by a 4.6% rise in the Melbourne Rent Index and a median weekly rent of \$560 (Rental Report Statistics, March Quarter, DFFH) - as well as a Victoria vacancy rate of just 1.47% in June 2024 (Proptrack), young people continue to persevere.

Notably, this is the first time FAN has seen such an increase of young people exiting from our THM program into Social Housing, made possible by Victoria's Big Housing Build initiative. As there appears to be no decrease with cost of living and minimal increases in some government allowances, Social Housing will continue to be vital, particularly for young parents in ensuring that our clients have secure housing as an outcome when exiting our service.

## Comprehensive Support Services

Youth Workers at FAN perform a fundamental role in assisting young people's quality of life offering material aid in the form of groceries, sanitary items, clothing, fuel vouchers and bedding. In addition, Youth Workers have been actively involved in linking young people with Employment and Education program pathways, Financial Counselling and assisting clients with budgeting and access to brokerage funds.

Mental health challenges remain a significant issue among young people, especially those facing homelessness. These challenges are often exacerbated by past experiences of trauma, the absence of stable relationships, and the stigma associated with homelessness. Despite these obstacles, the young people we support have shown remarkable resilience. Many are actively taking steps to improve their mental health, including being open about their struggles, seeking professional help, and adhering to their care plans.

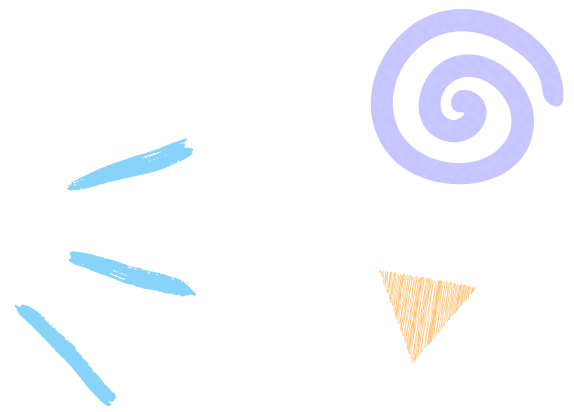
The dedication our clients show in embracing change and working towards their personal goals is a crucial factor in overcoming homelessness. Their perseverance and determination are truly commendable. Not only do they succeed in navigating these challenges, but they do so with the courage to live authentically and pursue a better future.

## References

<https://www.dffh.vic.gov.au/publications/rental-report>

<https://www.realestate.com.au/news/victorias-rental-vacancy-rate-increases-for-a-fourth-month-in-a-row-proptrack/>

<https://www.abc.net.au/news/2024-07-05/public-housing-tenants-rental-rises-victorian-government/104059562>



## Young Families in Crisis

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.

## 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 July 2023- June 2024, FAN has supported 67 young people who identify as LGBTIQ+ in the homelessness supported program. 25 young people have been supported through transitional supported accommodation, 8 opened as outreach clients and 34 through the Pride in Place program.

### Presenting trends among young people

Whilst the LGBTIQ+ homelessness support program does not require direct referrals from homelessness services most do come from these agencies, particularly youth refuges[OPI]. This referral pathway is reflected in the data as more young people are accessing the homelessness support program, due to previous accommodation ending, with 21% (7/33) falling under this category. Regarding family violence/relationship breakdown this was recorded as the main reason for referral for 24% (8/33) clients. This number may appear to be low, however during the initial referral assessment young people may not always identify family violence/relationship breakdown as the reason for seeking support. When further support is provided most young people disclose experiences of family violence at some point in their lives. Whilst young people strive to create their own family of choice, it is also apparent that they do maintain contact with their family of origin even during the occurrence of family violence. In addition to this, some clients do move back to the family home due to housing affordability stress. For young people that do secure a private rental tenancy, they are more successful in achieving this through sub-lease agreements.

## Orcadia

The Orcadia Program was developed through Caroline and Derek Young of the Orcadia Foundation, generously providing FAN the use of a property. The program provides young families with a pathway from Transitional Housing into private rental accommodation. For the 2023-24 year a young mum and child lived in the Orcadia property and moved on to long term affordable housing after one year in the property.

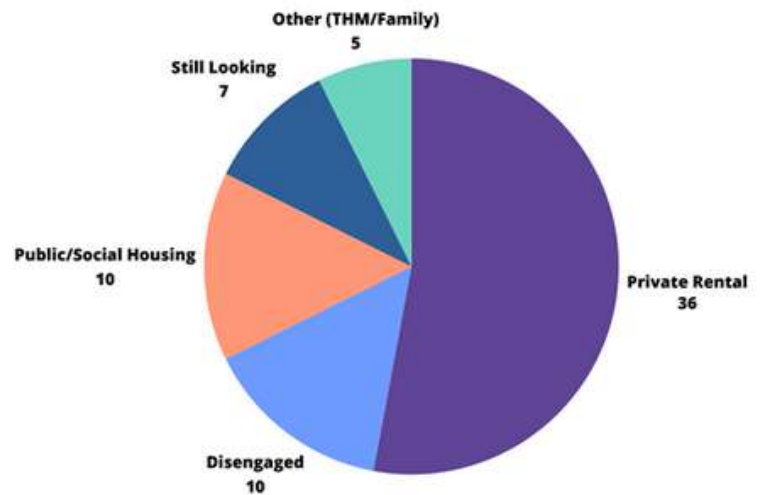
In 2024, the property was returned to Caroline and Derek Young. We extend our heartfelt gratitude to them for their unwavering support of FAN and the young people we assist. Their generosity has enabled many families to secure long-term housing and overcome homelessness. We wish Caroline and Derek all the best in their future endeavours

# 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.

From July 2023 to June 2024, the PRBP assisted 84 young people and 18 accompanying children. Of those supported, 46 individuals (72%) successfully transitioned into long-term housing, ending their experience of homelessness. Specifically, 36 young people secured private rentals, while 9 families accessed long-term community housing.



The program's brokerage provided our clients with assistance for start-up costs related to securing private rental housing, including bond payments, rent in advance, essential whitegoods, and removalist fees. 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 offers the "Home of My Own" workshops for young people, delivered in a face-to-face format over two sessions. In the first session, participants learn about local housing and homelessness services available to them. The second session focuses on building the skills needed to search for and apply for private rental housing.



# PRIDE IN PLACE

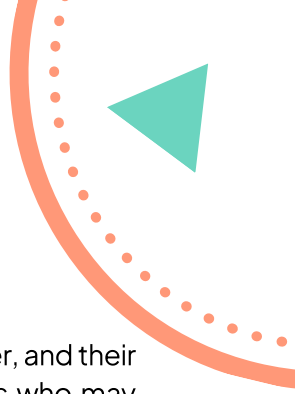
FAN has partnered with Drummond Street, Queerspace, VincentCare, and Uniting Vic.Tas to provide ongoing service navigation and support for young people experiencing homelessness since July 2022. The Pride in Place (PIP) program looks to identify vulnerable young people within the [Queer] community in need of housing support. This support is often to escape experiences of persecution, prejudice and ongoing family violence within the family home or community. Through the support provided we aim to provide wrap-around support to address the young persons needs in a holistic manner, acknowledging that homelessness is far more complex than simply being without housing.

During the period 2023 to 2024 Fan's PIP program supported approximately 34 young people in sourcing sustainable housing outcomes. Of these 34 young people 14 had positive long-term housing outcomes, with 6 accessing private rental, 7 accessing community housing and 1 accessing long term social housing.

The PIP program consists of three different components; An Initial Assessment and Planning response, Peer Navigation and Service Navigation (case management). These components work together to provide comprehensive support to the young people engaged in the program/s and adequately address their support and housing needs.

PIP aims to be a client led program, allowing the individual to actively engage with their support worker to develop a plan in conjunction with their support worker. This allows for the client to outline areas in which they have identified that they wish to have support to address in addition to the provision of housing support.





# Young Mums Group

FAN's Young Mums Group (YMG) is for young mums or expecting mothers aged 25 or under, and their accompanying children. YMG continues to provide a safe social space for young mums who may experience judgement or are uncomfortable attending hospital organized mother's groups. YMG has qualified youth workers and students to facilitate the groups who are trauma informed and are able to provide additional support and resources and community linkage.

In the 2023-2024 reporting period, the group had 67 mums and 72 children contacts accessing the program, with a total of 139 contacts for the reporting period.

YMG had a range of great activities including Different Arts and crafts such as paint a pot, crochet, and Easter crafts. Focusing on mess tolerance and nature activities included a nature scavenger hunt and using the collected items to make Mother's Day cards. Mums were engaged in strengths-based parenting skills reflection, attachment and recognising children's different developmental stages. This year has sparked a refresh of the program, moving to a more online based system for referrals and feedback to breakdown potential barriers. The Box Hill South Neighbourhood house continues to provide a beautiful space, with access to tables, chairs and a park and playground.



YMG Activities

# EASTERN DIVERSITY GROUP

Established in 2009 the Eastern Diversity Group (EDG), funded by the Whitehorse City Council is a social support group for young people aged 15-25 who identify as being part of the LGBTIQ+ community and are homeless or at risk of experiencing homelessness. 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.

For the period of July 2023-June 2024, 19 young people have attended EDG with a total of 92 contacts.

This year has been a period of growth and change for EDG. In May 2024 Youth Connexions in Box Hill closed, therefore the venue for EDG had to change. EDG is currently being facilitated at the FAN office, however activities are also held outside of the office. It has been great to observe an increase in the number of young people attending EDG. It is hoped that attendance will continue to be high, for the young people to be able to foster strong connections with each other. Activities during the year have included African Drumming workshop, Dj workshop, arts and crafts and IDAHOBIT day celebration.



2024 IDAHOBIT Day outside Box Hill Mall

Facilitator of African Drumming workshop



# PATHWAYS TO RESILIENCE

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

Over the past 12 months, TWP has offered a range of arts-based activities and psychoeducation including mindfulness, emotion surfing, artist identities, boundaries, body mapping and emotion characters. The program has been actively implementing 2023 feedback from participants which identified preferences to increase psychoeducation, games and specific art-based activities such as painting and drawing. As a result, during the 2023-2024 reporting period, TWP supported 17 young people through group and 1:1 support, resulting in FAN delivering 242% of our annual program target. This result is consistent with program engagement rates in 2023-2024. 15 young people attending the program were engaged in Talking with Pride while two clients were seen on an individual basis.

In addition to our program delivery, FAN also supported the delivery of a focus group for young people who have been involved in Pathways to Resilience to review the program brochure. 4 young people attended the first review and provided valuable insights into the accessibility, content and design considerations which are now being reviewed for implementation.

Family Access Network has been involved in Pathways to Resilience since 2019 and Talking with Pride launched in 2020. TWP seeks to enable young people to express themselves and celebrate their unique identities through the use of art making in a safe and non-judgmental space.

PTR is funded by Family Safety Victoria, and we are grateful for their ongoing support.



Image Description: Origami boats from TWP representing hope and determination

# CREATIVE ARTS THERAPY



FAN launched our Creative Arts Therapy (CAT) program in September 2023 after being selected as a successful recipient of the Paul Ramsay Foundation's Domestic Family Violence grants in May 2023. This funding enabled FAN to create a new staff position to deliver individual art therapy sessions onsite and free of charge to young people impacted by homelessness and family violence. The program has been funded from July 2023- June 2025.

Since its launch, our art therapy program has supported 23 young people which has enabled FAN to more than double the number of clients accessing therapeutic support over the past 12 months. Following a period of scaling up our existing operations, service delivery commenced in September 2023.

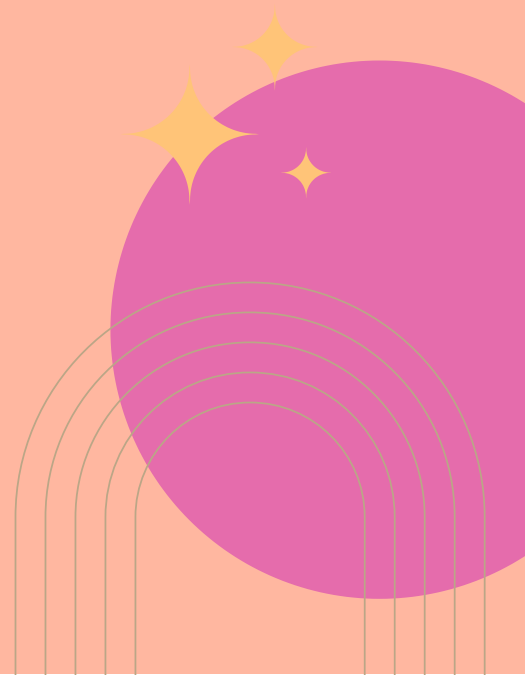
Key outcomes of the program in the first year of delivery have included:

- Expanded FAN's therapeutic services to full-time capacity
- Achieved 75% retention rate from client intake to service provision
- Extended client eligibility to young people aged 12-14 to address a service gap in the outer eastern region.
- Active intake management has enabled FAN to operate without a waitlist while maximising the number of clients able to access the service.
- Increased referrals from external organisations and agencies
- All clients who have provided feedback have reported positive experiences with the program

The launch of the program has been very popular with young people and referring workers which led to FAN needing to source additional space to deliver the program after 6 months. We'd like to thank Uniting Vic Tas Ringwood for allowing us to co-locate onsite with them one day per week to accommodate the rapid growth in client appointments FAN has facilitated the past year.

FAN is committed to the growth and development of the CAT program beyond the current funding period. As we move into the second half of the funding period, we will be using the year ahead to seek additional funding streams to secure the continuation of the program into the future. In support of this vision, FAN are investing in evaluation of the program and have engaged independent consultants to conduct this review.

We would like to express our sincere gratitude to The Paul Ramsay Foundation and the Australian Communities Foundation for supporting the expansion of our Art Therapy program. The generosity of these organisations has made a significant impact on the lives of young people supported by FAN and we would have been unable to deliver this program without their support.



# Volunteers Program

FAN's Volunteer Program began 43 years ago in 1981 and 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 2023-24 volunteers at FAN have contributed through the following roles:

- Lead Tenant - A live in youth mentor that provides enhanced support to assist young people in the development of living skills and providing role modelling around appropriate behaviour in everyday conditions.
- Group Volunteers - Volunteers that attend our social support groups to assist in engaging young people and children who participate

Our volunteers are essential to FAN and significantly impact the young people we support. We deeply appreciate their commitment and dedication. We would like to extend our heartfelt gratitude to the following volunteers for their generous contributions during the 2023-24 year:

- Peter Spriggins (Lead Tenant) and Jennifer Tran (EDG Volunteer)

FAN participated in Deloitte Australia Impact Day 2023, where two volunteers helped reorganize our material aid for better accessibility. We thank them for their valuable contribution.

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 and Amy Pollock.



# 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.

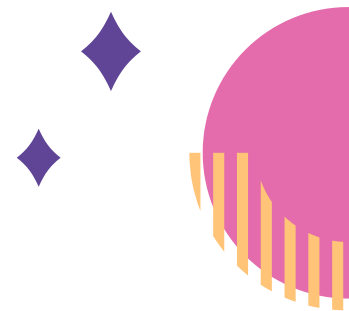
# Portfolios



Established in 2004, the FAN portfolio system is central to our organisation. It ensures integrity and accountability while promoting research, best practices, and innovation. Led by self-directed teams with specialised expertise, portfolios develop programs to meet client needs, support staff, and guide strategic direction. They also foster knowledge sharing, professional development, and are reported to all staff and Board members with annual reviews.

At the end of 2023, FAN made changes to its portfolios, merging the Environment & Sustainability portfolio with Continuous Quality Improvement (CQI) and establishing a new Reconciliation Action Plan Working Group.

# HONORARY LIFE MEMBERS



Wendy Brooksbank (dec)

Robert Joynt

Debbie Brown

Ted Long (dec)

Sue Carlile

Rae Cook

Rex & Sue Filson

Shirley Ingram (Baird) (dec)

Helen Killmier

Steve McLoughlin (dec)

Olive Clark (dec)

Allan Rogerson

Leo Clarebrough (dec)

Tony Sell (dec)

David Webster

Caroline Young

Colin Bellis

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 2024 are Sterling Cerveira and Liz Hyde

## Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award recipients for 2024 are Michaela Hadkiss and Tahlia Lacy

## 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 2024 Leo Clarebrough Volunteer Recognition Award recipient is Jennifer Tran

# Previous Award Recipients



## Stephen B McLoghlin Encouragement Award

2023: Nick Huntington & Kimberley Glasson  
2022: Lance Buesa & Estevan Pena  
2021: Patricia Fuge & Daniel Cutts  
2020: Romie Haroun & Nartascha Issamael  
2019: Jamie Boyan & Casey McNory  
2018: Jeanne McMahon & Steffanie Connors  
2017: Khaleah Smythe & Kayla Diegan

2016: Tori Binns & Justin Bonney  
2015: Ashleigh Lanko  
2014: Tegan Averay  
2013: Gabrielle Hollowood  
2012: Natalie Sewell  
2011: Nick Flannery & Maria Ho  
2010: Rebecca Carr & Xavier Evertiz

## Rhys Fox Achievement Award

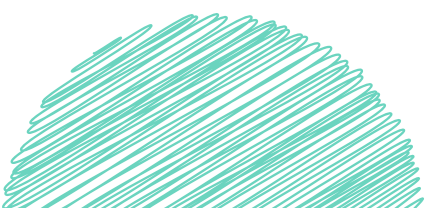
2023: Patricia (Patty) Fuge  
2022: Amber Hawker & Piper Harrington  
2021: Sophie Howard & Alex Mitchell  
2020: Evelyn Pitman & Codie-Lee Currie  
2019: Allison Johnson  
2018: Lara Jamieson & Harley Bowra  
2017: Abby Schwav & Gabrielle Hollowood  
2016: Natalie Robson & Ryan Kennedy  
2015: Lauren Abbot  
2014: Claire Kelly & Jordan Smith  
2013: Jessica Pagramm & Monique May  
2012: Simron Shivagni & Elle Marcombe  
2011: Racheal Hughs & Skylar Rush  
2010: Xavier Evertiz & Samuel Rhodes  
2009: Jess Portuguese, Apryl Ennis & Mary

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

## Leo Clarebrough Volunteer Recognition Award

2023: Peter Spriggins  
2022: Caitlin Frost & Ray Addock  
2021: Nil due to COVID-19

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



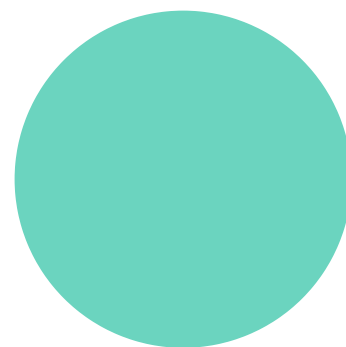
# FINANCIAL REPORT

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2024

	2024 \$	2023 \$
<b>Income</b>		
<b>Government Funding</b>		
Dept Families Fairness and Housing	551,351	575,623
Dept Families Fairness and Housing HEF	27,839	23,272
Dept Families Fairness and Housing Brokerage	233,359	206,759
Dept Families Fairness and Housing Eastern Health HYDDI	0	6,243
Dept Families Fairness and Housing (LGBTIQ) FV	64,596	62,655
Dept Jobs, Precincts and Regions	0	10,909
Department Families and Housing (LGBTIQ) Org Dev	10,045	0
Pride in Place	110,240	64,498
Department of Social Services	0	2,000
<b>Total Government Funding</b>	<b>997,430</b>	<b>951,959</b>
<b>Local Council Funding</b>		
City of Whitehorse	43,447	57,925
<b>Total Local Council Funding</b>	<b>43,447</b>	<b>57,925</b>
<b>Other Funding</b>		
Paul Ramsay Foundation Arts Practitioner	120,048	0
Streetsmart – Homeless Charity	0	7,250
Uniting Church	29,985	62,774
LGBTIQ Organisational Development	0	28,000
<b>Total Other Funding</b>	<b>150,033</b>	<b>98,024</b>
<b>General</b>		
Membership	50	50
Property Rental	17,941	17,794
Other Income	10,310	4,876
Donations received General	20,704	20,488
Interest Received	12,137	1,876
Surplus/(Deficit) on sale of property, plant, equip	0	7,241
<b>TOTAL GENERAL INCOME</b>	<b>61,142</b>	<b>52,325</b>
<b>TOTAL INCOME</b>	<b>1,252,052</b>	<b>1,160,233</b>

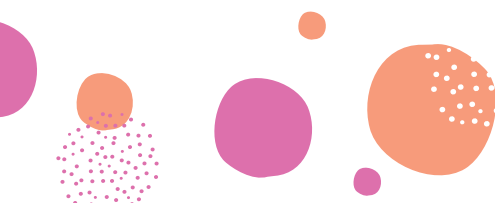
	2024	2023
<b>Expenses</b>		
Housing Establishment Fund	30,105	17,718
Life Skills programs & Workshops	8,285	3,847
LGBTIQ	6,373	10,523
Other programs	21,154	26,068
Brokerage	67,825	66,845
<b>Total Program Expenses</b>	<b>133,742</b>	<b>125,001</b>
Depreciation	30,887	29,268
Audit	3,900	4,250
Office Operating	71,671	67,142
Office Utilities	24,713	19,802
Rent	9,000	9,000
Staff recruitment	1,245	2,416
Staff Oncosts	32,265	36,628
Superannuation	88,269	79,576
Volunteer Expenses	200	273
Wages	834,380	769,505
Workcover	19,319	12,270
<b>Total General Expenses</b>	<b>1,115,849</b>	<b>1,030,130</b>
<b>Total Expense</b>	<b>1,249,591</b>	<b>1,155,131</b>
Surplus(Deficit) from ordinary activities	2,461	5,102
<b>Other Comprehensive Income/(Expense)</b>	<b>0</b>	<b>0</b>
<b>Net Surplus attributable to the association</b>	<b>2,461</b>	<b>5,102</b>



## STATEMENT OF FINANCIAL POSITION

AS AT 30<sup>TH</sup> JUNE 2024

ASSETS	Note	2024 \$	2023 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	3	163,776	585,033
Trade and Other Receivables	4	4,694	3,720
Other Assets	5	490,301	223,170
<b>TOTAL CURRENT ASSETS</b>		<b>658,771</b>	<b>811,923</b>
<b>NON-CURRENT ASSETS</b>			
Property Plant and Equipment	6	588,307	569,824
<b>TOTAL NON-CURRENT ASSETS</b>		<b>588,307</b>	<b>569,824</b>
<b>TOTAL ASSETS</b>		<b>1,247,078</b>	<b>1,381,747</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	7	60,843	66,413
Current Tax Liabilities		19,691	17,992
Employee Entitlements Provision	8	141,335	128,335
Contract Liabilities	9	269,550	415,809
<b>TOTAL CURRENT LIABILITIES</b>		<b>491,419</b>	<b>628,549</b>
<b>NON – CURRENT LIABILITIES</b>			
Financial Liabilities	8	0	0
<b>TOTAL NON – CURRENT LIABILITIES</b>		<b>0</b>	<b>0</b>
<b>TOTAL LIABILITIES</b>		<b>491,419</b>	<b>628,549</b>
<b>NET ASSETS</b>		<b>755,659</b>	<b>753,198</b>
<b>TOTAL EQUITY</b>			
Retained Surplus		193,427	190,966
Reserves		562,232	562,232
<b>TOTAL EQUITY</b>		<b>755,659</b>	<b>753,198</b>



# 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:

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

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 10 September 2024

Annerliegh Pappos  
Treasurer

Dated this 4 September 2024



# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FAMILY ACCESS NETWORK INC

## Opinion

I have audited the financial report of Family Access Network Incorporated (the Entity) which comprises the Statement of Financial Position as at 30th June 2024 the Statement of Profit or Loss and other Comprehensive Income, Statement of Changes in Equity, and the Statement of Cash Flows for the year then ended, notes to the financial statements including a summary of significant accounting policies and the declaration by those charged with governance.

In my opinion, the accompanying financial report gives a true and fair view of the financial position of the Entity as at the 30th June 2024 and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards to the extent described in Note 1, the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012.

## Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## Emphasis of Matter - Basis of Accounting

Without modifying my opinion, I draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the Associations Incorporation Reform Act 2012 and the Australian Charities and not-for-profits commission Act.

As a result, the financial report may not be suitable for another purpose.

## Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error. In preparing the financial report management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

## Auditor's Responsibility for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards I exercise professional judgement and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide the basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.



- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists. I am required to draw attention in my auditor's report to the disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease or continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including deficiencies in internal control that I identify during my audit.

**Name of firm** E Townsend & Co



**Name of Auditor** Eric Townsend

**Address** 13 Tudor Street  
Burwood Vic 3125

Dated this 10<sup>th</sup> September 2024

# 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)
- Paul Ramsay Foundation (Therapeutic Arts Practitioner program)
- VincentCare (Pride in Place program)

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

Canterbury Council of Churches  
Centrelink  
Eastern Emergency Relief Network  
KevCom  
Lion's Club Box Hill  
Melbourne Inclusive Church  
Orcadia Foundation - Caroline & Derek Young  
Ringwood Magistrates Court  
Street Smart  
Uniting Church

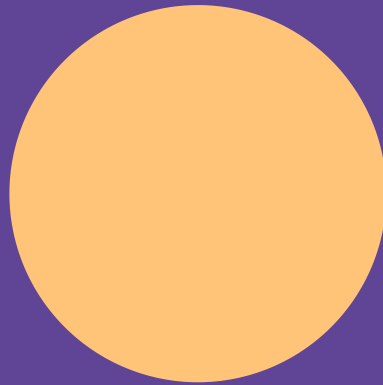
Whitehorse City Council  
Collin Bellis  
Donald Kay  
David Stohr  
Malcolm Romano (Designsense Web)  
Department of Education  
Diane Godfrey  
St Dominic's East Camberwell Parish  
D G Ogilvie  
All Donations from Give Out Day



# 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



## CONTACT

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