

Family Access Network



FAN



34th Annual Report
2014-2015

Family Access Network 2015



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Service Objectives

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

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

The following define the broad objectives:

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

Strategic Plan 2014-2016

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 33 years of operation and laid the foundation for many of the values and practice principles still held strongly at FAN today. These include building sustainable community connections for young people and fostering the involvement of the community.

Organisational Overview

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

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

- Homeless Support Services, incorporating
 - Transitional Support Program;
 - Private Rental Brokerage Program;
 - Children’s Program – Early Years; and
 - Same Sex Attracted Transgender Intersex (SSATI) young people Program
 - Housing Establishment Fund
- Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Equity Support Program

Mission Statement

Family Access Network will provide support to young people who are experiencing homelessness and those at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions for both young people and accompanying children.
- Development of resources for young people, children and staff.
- Provision of social skill development opportunities for at risk young people and accompanying children.
- Engaging in high quality research while conducting in-house research on best practice and innovation

FAN's Vision

FAN's vision is work towards 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, 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 who are experiencing homelessness to achieve independence and empowerment;

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

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

Core Values

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

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

State and Federal Policy Context

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

- National Partnership Agreement on Homelessness (NPAH)
- Victorian Government policy framework for the Specialist Homelessness Service System
- Services Connect – Victoria
- Vulnerable Children Framework
- Royal Commission Into Family Violence
- Federation White Paper
- National Disability Insurance Scheme
- Alcohol & Other Drugs Recommissioning
- Mental Health Community Support Services Recommissioning
- Allied sector and welfare reforms

FAN in practice is an adopter of many of the elements of these reforms particularly with regard to client centred practice, outcomes based interventions, collaboration and partnership, improved referral pathways,

local and place based responses, holistic wrap around support and responsiveness to current and emerging needs. As a result FAN will actively engage in the reform process, as aligned to the vision, mission and values of the organisation.

Key Strategic Directions

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

Key Direction 1 Direct Services

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

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

Key Direction 2 People and Culture

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

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

Key Direction 3 Robust and Quality Organisation

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

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

Key Direction 4 Strategic Alliances and Partnerships

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

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

Key Direction 5 Research and Development

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

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

Chair's Report



I joined the Board of FAN in 2009 as Treasurer. I remember my first Board meeting. I think I was the only one at the meeting who had no community sector experience.

At last year's AGM I was appointed to Chair the FAN Board and so over the last year I have attempted to provide leadership and governance to what is already a well-established, well-managed organisation. It is this organisation that has over the last 34 years sought to make a difference in the community. A small dedicated staff supported by volunteers who work tirelessly to serve and support others less fortunate. The work undertaken by this small group goes, for the most part unrecognised by the larger community. There are some notable exceptions. I know that our client base appreciates this work and I know that we have government, corporate and private benefactors that also see value in the work that is done.

Please let me offer my personal thanks to the FAN staff and volunteers. Without you, none of the fine work that has been accomplished over this year and previous years would be possible. Let me also thank those that have financially supported FAN. Without you, there is no FAN and those in our community that are in need would simply slip through the cracks.

I would like to recognise your Board members too. This is a group of professional individuals who volunteer their time, energy and expertise to support FAN in the execution of its plans and programs. I often wonder; where do we find such people?

Brett Philipp Deputy Chair, Jose Abalo Deputy Chair, Caroline Symington Secretary, David MacKenzie, Kelly Rafferty, Rachel Porter and Ronda Jacobs who joined the Board in June of this year. On behalf of FAN, please accept my sincere thanks for your contribution this year.

All successful organisations have one thing in common and this is an effective leader. Sue Carlile has for over 30 years provided an unparalleled level of service and commitment to FAN and FAN's clients and for the past 19 years in the capacity as CEO. FAN is successful in part, due to Sue's energy and enthusiasm for the cause. Her functional skills have been honed over time and her passion is infectious. On behalf of FAN, its clients and benefactors, I offer our heartfelt thanks to Sue.

Finally, let me remind you all why we do what we do.

- There 22,000 people in Victoria experiencing homelessness on any given night.
- Of these, nearly 6,000 are children under the age of 12.
- From 2006 to 2011 the rate of homelessness increased by 20% (Source ABS 2011)

In any given year FAN assists 250+ young people and over 100 children. Since 1981 FAN has helped over 15,000 young people and over 2,000 children.

FAN is a valuable community organisation and whilst I thank you for your support, I encourage you to continue to assist us and to help us spread the word so FAN can continue its fine work long into the future.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'David Burlew'. The signature is fluid and cursive, with a large initial 'D'.

David Burlew

Treasurer's Report



On behalf of FAN it is my pleasure to present to you the Treasurer's report for the year ended June 30, 2015.

2014-2015 has seen another year of income pressure and another year of tight expense control and mitigation, particularly in the area of expenses outside of FAN's control. Despite this pressure, FAN has been successful in effectively managing its resources. FAN met or exceeded its statutory requirements in both reporting and service delivery for the year. On behalf of the clients with whom we work, we are grateful for the ongoing support that we receive.

This financial year the FAN team were successful in securing a substantial number of grants.

We were fortunate to receive support from;

- The City of Whitehorse
- The Lord Mayor's Charitable Foundation
- The Jack Brockhoff Foundation
- Harcourts Foundation
- Telstra Foundation
- Westpac Foundation

These contributions provided an additional \$154,000 to support a variety of client-based programs, the majority of which funds projects over two years, enabling an improved position for the commencement of the 2016 financial year.

In addition FAN received ongoing support from both local and state government and other philanthropic benefactors.

Demand for client services and the associated costs simply increase year on year. Despite the increased demand on services and an 8% shortfall in budgeted funding, FAN maintained its high level of service and support to its client base. The financial results have been audited and a copy of the audit is included within this annual report.

Financial Results 30th June 2015

The equity position declined slightly from last year. Our asset to liability cover of 1.30: 1 whilst less than our target of 2:1, is more than sufficient to meet and exceed our operational requirements. The financial risks associated with this balance sheet should be rated as low-medium.

Surplus/Deficit

For the financial year ended June 30, 2015, FAN generated a deficit of (\$18,519.64) against a budgeted loss of (\$9557.00) This is the second consecutive loss FAN has sustained and whilst this result could have been improved, it would have been at the direct expense of client-focussed programs or activities. For this financial year FAN relied on its balance sheet liquidity to service this loss.

Total revenue for the year was \$748,971. This was approximately 8% less than budget but an 18% increase on last year's revenue.

Total expenses for the year were \$761,726. This was 6.6% below the budget but a 14% increase on last year. A breakdown of these expense lines can be found in the annual report.

General Comments

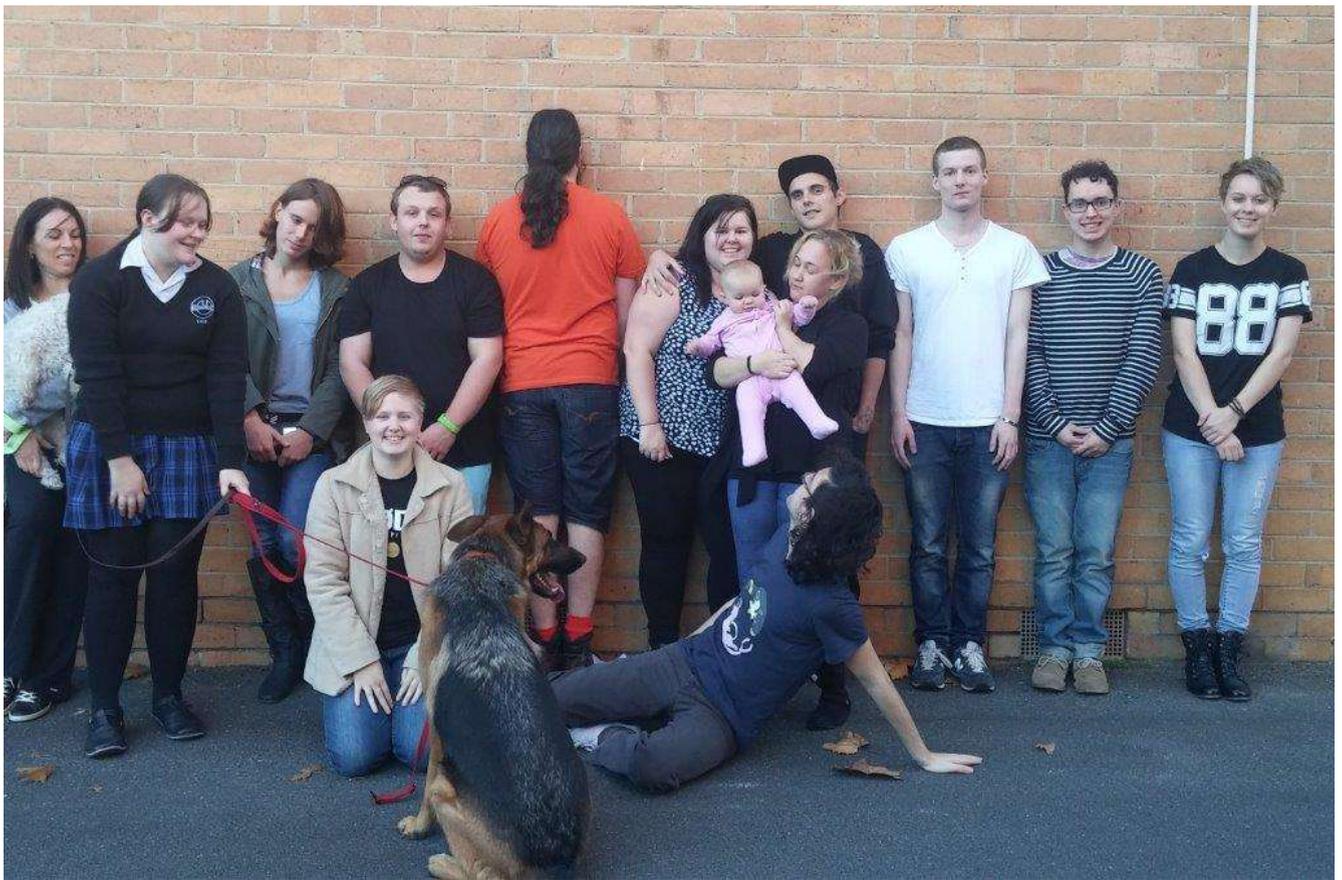
Despite a challenging year in the ongoing sourcing of enhanced revenue streams, FAN managed to maintain its commitment to the delivery of client programs for the year, whilst delivering a fiscally responsible outcome.

Yours Sincerely



David Burlew

Treasurer



Young people of the EDG Program...a friendly bunch of people

Board of Governance

David Burlew (Chair)

Brett Philipp (Deputy Chair)

David Burlew (Treasurer)

Jose Abalo (Deputy Chair)

Caroline Symington (Secretary)

David MacKenzie

Kelly Rafferty

Rachel Porter

Ronda Jacobs

Sue Carlile (CEO) – ex officio

David Burlew – Chair & Treasurer



David joined the Board in 2008: “Having lived and worked in the area for some 15 years I decided it was time to give back’ to my community. So I looked for an opportunity to serve. Around that time FAN had advertised for a commercial-type person to serve as Treasurer. After a meeting with Sue and the Board, I was eager to accept the appointment”.

David has a commercial background with a 30 year career working with Pacific Dunlop, Ford, Goodyear and Nissan Motor Company. He managed the Mergers and Acquisitions function for a division of Pacific Dunlop and has international management experience across sales and marketing functions. He is currently the Chief Executive Officer for Adeal Pty. Ltd., and holds advisory board positions for various Australian organisations. David holds a diploma in business, a bachelor’s degree in commerce and a master’s degree in business administration. He is married with two children and in his spare time, he is a part time musician and pilot.

Brett Philipp - Deputy Chair



Brett has been on the Board of FAN since 2011 and is the current Deputy Chair.

Brett is a Licensed Estate Agent and Auctioneer, who has recently taken a giant leap of faith by opening his own office on Whitehorse Road, Surrey Hills with the internationally renowned franchise group Harcourts. In his spare time Brett enjoys volunteering his services with different charities, sporting clubs and local schools to help raise much needed funds. It was through this association that he was introduced to a staff member of FAN who in turn spoke to Brett about a student who FAN was assisting that urgently needed books and other associated items to complete their course of study. Brett was able to assist with a donation and as a result of hearing of the success of the student applied to become a Board member to continue to be of further assistance to FAN.

Jose Abalo - Deputy Chair



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

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

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

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

Caroline Symington - Secretary



Caroline joined the Board in 2012 and has a background entrenched in the legal and commercial arena with over thirteen years' experience in property and commercial law and wills and probate. She holds a Bachelor of Arts with a major in Criminology and minor in Psychology; and a Post Graduate Diploma in Business with a major in Property Law and Conveyancing. She is currently studying Bachelor of Laws to be completed in October 2015.

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

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

David MacKenzie



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

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

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

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

Kelly Rafferty



Kelly is an experienced, commercial Human Resources professional with a Bachelor of Arts and a Graduate Diploma in Business (Human Resource Management). She has experience across a variety of industries including Telecommunications, Media/Advertising, Financial Services and Pharmaceuticals. Kelly has recently moved into Corporate Sustainability and is responsible for managing the Employee Giving portfolio at Telstra, guiding the employee philanthropy strategy for 32,000 employees.

Kelly fundamentally believes in equality and fairness that enables all people to realise their potential in society. This core belief and passion shows up in her professional work and also in her extra-curricular interests and responsibilities. Kelly runs her own social enterprise, Big Fat Smile and was appointed to the FAN Board in late 2013. She's enjoying the opportunity to merge her professional experience with her social justice ethic.

Rachel Porter



Rachel joined the Board in early 2014 and has worked in not-for-profit community organisations for over 20 years and is a Director and founder of a highly respected and successful Public Relations and Media communications agency K.I.S.S Communications.

Rachel has also previously worked with Nelson Mandela for two and a half years on World Reconciliation Day and raised over \$1 million dollars for his children's charity.

Rachel has extensive experience in the area of women's health and pregnancy loss issues and is a much sought after public speaker, releasing a book on pregnancy loss in 2009 and has appeared in the Who's Who of Australian Women.

Rachel currently manages the Partnerships & Communications Department of Whitelion and resides on the Melbourne Awards judging panel, is a Justice of the Peace and is a qualified grief counsellor. Rachel currently works with the Department of Justice with the Office of the Public Advocate helping some of society's most vulnerable and isolated individuals.

Over the years Rachel's work within the community has been recognised by Patch Adams as she received the Humanitarian of the Year Award. She was the City of Boroondara's Citizen of the Year and also received the Tattersall's Community Service Award.

Ronda Jacobs



Ronda joined the Board in June 2015 and has held executive and non-executive positions within the private and public healthcare sector for more than 25 years. Ronda is currently CEO of Carrington Health, a community service provider located in Melbourne's eastern suburbs providing more than 30,000 dental and allied health client visits per year.

Ronda's non-executive roles have included Relationships Australia (VIC); Greater Metropolitan Cemetery Trust; and President of the Complementary Healthcare Council.

In 2004 and 2006, Ronda was nominated for the Telstra Business Woman of the Year. Ronda's experience lies in business development and innovation, communication and stakeholder relationships, change management and strategic vision and implementation.

CEO Report



Some of you will be aware that in February this year I celebrated 30 years of employment at Family Access Network, and as it is the 34th Annual General Meeting in October, it doesn't take a massive leap in mathematic ability to work out I have been here for almost the life of the organisation. It would be quite a reasonable question what has kept me at FAN, several have asked it, and sometimes at the end of another long day I ask myself the same question.

I am passionate about the work of FAN, the considerable client outcomes and program enhancements achieved above and beyond the level of funding and the positive difference made in the lives of young people. Sharing that vision and passion with a dedicated Board and staff team means it genuinely doesn't get much better than that.

During the twelve month period to June 2015, a total of 499 young people, young families and accompanying children accessed FAN's services; this represents a 30% increase on the previous year (385), a significant increase which demonstrates the level of need as well as the additional services provided in response by FAN. Although we are identified as a youth specific organisation it is worth noting that during 2014-2015, we have supported 148 accompanying children, 20% increase on the previous year (122), and of those more than 90% aged between 0 and 5 years.

Services provided include: case management and homelessness specialist support; same sex attracted transgender intersex (SSATI) programs; private rental brokerage program, housing establishment fund, homeless dual diagnosis initiative, life skills programs, volunteer support/mentoring; children's program, young women and family violence, education and a broad range of financial and material aid interventions. The program reports reflect data, trends and highlight the positive outcomes facilitated by the staff and achievements by young people; addressing issues, securing stable housing and for many; the pursuit of education, employment and community engagement activities enabling their full participation as citizens within the community.

The specialist homelessness response, established in 1985, is primarily funded through Department of Health and Human Services (DHHS). FAN provides a number of enhanced responses, which are informed by client needs facilitated through the active work of the staff led portfolios and ongoing review of existing programs, data and emerging trends. FAN actively seeks additional resources to meet the growing and changing needs, and in particular I acknowledge Peter Stephenson and Michelle Thompson for their considerable efforts in this area. We are very encouraged by the level of support provided over the past year in particular from the City of Whitehorse for existing and new initiatives, the Lord Mayors Charitable Foundation, Telstra Foundation, Harcourt's Foundation, Jack Brockhoff Foundation and the Westpac Foundation, which made possible the establishment of a range of new initiatives including: capacity building for responses to children, parenting after family violence, young women and family violence project, supporting access to public housing, a range of swimming and sporting activities for young parents and accompanying children, cooking and creative programs to build self-esteem and life skills. These and other supporters are acknowledged in the Annual Report and through the quarterly newsletter, there is no doubt the range and depth of programs and services would not be possible without this level of assistance.

The staff led portfolios foster the engagement of all staff – these include: SSATI, Staff Wellbeing, Client Participation and Citizenship; Children and Young Families; and Young Women and Family Violence, plus the standing committees including Continuous Quality Improvement (CQI), Leadership Meeting and specific Program Reviews. The past year also included Accreditation against three standards; Quality Improvement Council, Department of Health and Human Services, and Rainbow Tick. Although we were required to undertake

the QIC and DHHS standards, it was a FAN decision to undertake the Rainbow Tick standards. Please read the Quality and Accreditation report, which outlines FAN's approach, extracts from the external assessor's reports and the outcomes achieved.

FAN is committed to participation in the broader community and the service system, community education and advocacy, involvement in divisional and statewide consultations, sector reforms, networks, partnerships, steering groups, reference committees and collaborations. In addition the CEO serves on the board of the homelessness peak, the Council to Homeless Persons. During the past year we contributed to journal articles through publications of St Vincent De Paul Society and Parity – reproduced in the Annual Report with the permission of the Council to Homeless Persons. FAN contributed to four submissions to the Royal Commission into Family Violence, one of which was our own.

Responding to emerging trends and areas of unmet need, sector initiatives and service gaps are key drivers in partnerships and alliances; guided through Interagency Agreements, Terms of Reference, Service Models, reporting, data, monitoring, evaluation and regular meetings plus, and most importantly, commitment to open and transparent collaboration built on trust and positive relationships.

The following represent some of our current collaborations:

- *Jasper Model* –in partnership with SalvoCare Eastern, a post care response for young people. The model is supported by regular practitioner and management meetings. Katie Horner-Matthews, Adelle Sansom and Michelle Thompson deliver the case managed support to the young people. Rebecca Granata recruits and supports the Lead Tenants.
- *Family Violence & Young Women*: Eastern Domestic Violence Service (EDVOS); Eastern Community Legal Centre (ECLC); Box Hill Police; and from FAN Michelle Thompson and Sue Carlile. A working party from each agency is well established and will present the third worker forum on White Ribbon Day 25 November. Rebecca Granata Chairs and represents FAN on the working party. Laurie Gunn, Young Women and Family Violence Project Worker also has a key role in establishing this year's forum.
- *Homeless Youth Dual Diagnosis Initiative (HYDDI)* – in partnership with Eastern Health – Eastern Dual Diagnosis Service, John Mullane is based at FAN and delivers a range of client focused and capacity building responses across the region.
- *Creating Connections* – Harrison Anchor, SalvoCare Eastern, Wesley and FAN, commenced in 2006, funded by DHHS. FAN delivers the Private Rental Brokerage Program component; Oriana Phutully achieves consistent private rental outcomes. The FAN-Anchor joint initiative of capacity building workshops for workers and resources for workers and young people is unique in the state. Brokerage funds (CEEP) for employment and education pathways are also managed through this collaboration; Michelle Thompson undertakes this role for FAN.
- *Young Families in Crisis* – collaboration with FAN, Connections Starting Out, Wesley, SalvoCare Eastern, and Anchor. The model intent is to divert young families from unsuitable and unsafe crisis accommodation. Michelle Thompson represents FAN on the working group and Katie Horner-Matthews attends the practitioners' group. Since the project commenced it has expanded from 2 properties to 5 providing a crisis response for young families.
- *Children's Consultative Committee* a working party of the Regional Family Violence Partnership – current project involve the development of a children's feedback and participation tool to be utilised across the family violence, homelessness and broader service system. Sue Carlile represents FAN.

FAN has engaged in numerous research and best practice and innovative projects over the past decade or so, which continue to inform our practice, are routinely shared by request and available on the FAN website. During the past year we contributed to a national research project on private rental brokerage programs and another on couch surfing – neither research has yet been released.

I thank each of the team for the contribution they have made to ensuring young people; young families and children receive the best possible services. I encourage you to read the detailed reports that follow for a full picture of the wonderful contribution the client services team make to FAN. The leadership team comprise Maureen Higgins Financial Administrator, Peter Stephenson Project and Capacity Building and Michelle Thompson Team Leader Client Services; all of whom I value sharing the many dimensions that make up running the operational aspect of an organisation, too many to name, their dedication is appreciated and often extends above and beyond. Peter Stephenson took up a new position in State Government early in 2015 – sincere and heartfelt thanks Peter for your wisdom, insight, hard work and being such a great person to work with over two periods of employment at FAN. Nicole Hallawell consistently produces our informative newsletters, and oversees the reports to the Board and the Annual Report, including this year the design of the Annual Report cover, and always helps me whenever I make documents go haywire – thank you.

The FAN Board is responsible for effective governance through oversight of the development and implementation of the Strategic Plan, and ensuring financial and organisational resilience. The Executive enact the directions of the Board and provide oversight and support to the CEO role, without exception they have fulfilled those roles with thoroughness and dedication and in a year of some personal challenges to me, my sincere thanks. David Burlew admirably wore two hats for FAN over the past year Chair and Treasurer, Brett Philipp and Jose Abalo joint Deputy Chair, Caroline Symington Secretary. David MacKenzie, Kelly Rafferty Rachel Porter and Ronda Jacobs (who joined in June) complete the Board, offering their broad range of skills, knowledge and commitment to FAN.

FAN consistently reflects on, reports to and monitors all elements of the Strategic Plan; this year we achieved the successful implementation of the first year of the Strategic Plan. The full 2014 – 2016 Strategic Plan is included in the Annual Report.

It is important to acknowledge the young people, young families and children who have participated in the range of services provided at FAN, often at times when they are going through enormous challenges and life changing experiences, and yet they actively engage in taking the steps to fulfil their goals.

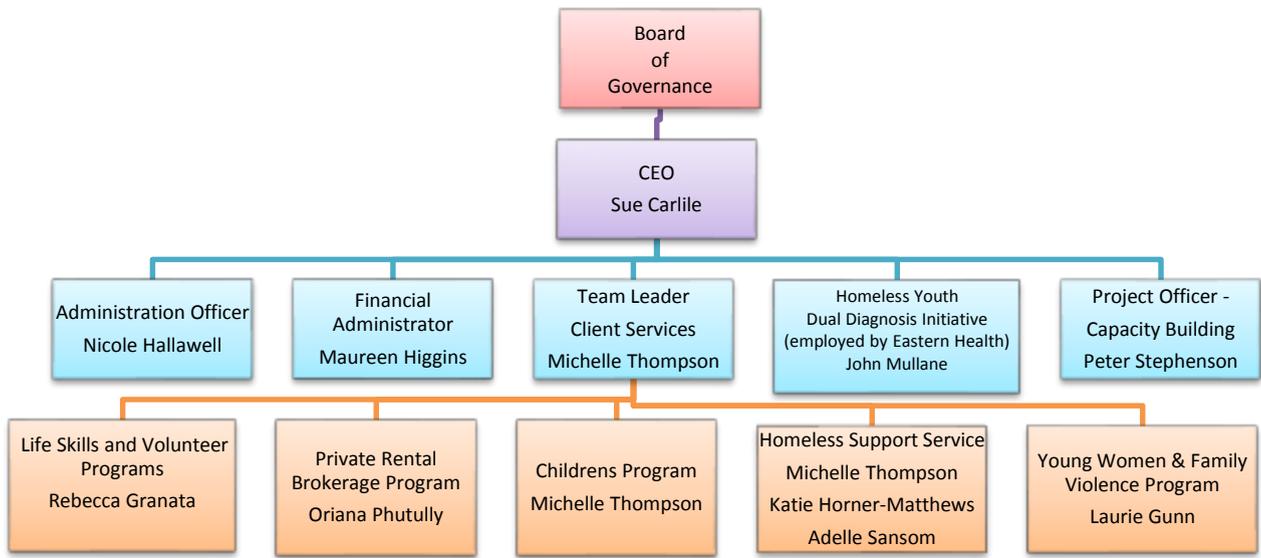
I conclude by drawing your attention to the two Awards, which will be presented at the AGM – congratulations to Lauren Abbott for the Rhys Fox Achievement Award and Ashleigh Lanko for the Stephen B McLoughlin Encouragement Award.

Sue Carlile
CEO



Children at the Young Mums Group

FAN Organisational Chart



The staff of FAN 2015

FAN Staff Team



Sue Carlile
CEO



Peter Stephenson
Project Officer
Capacity Building



Maureen Higgins
Financial
Administrator



Nicole Hallawell
Administration
Officer



John Mullane
Homeless Youth
Dual Diagnosis
Worker (HYDDI)



Michelle Thompson
Team Leader



**Katie Horner-
Mathews**
Youth Support
Worker



Adelle Sansom
Youth Support
Worker



Oriana Phutully
Private Rental
Brokerage Worker



Rebecca Granata
Community
Development: Life
Skills and Volunteer
Programs



Laurie Gunn
Young Women &
Family Violence
Project

Quality and Accreditation

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

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

In November 2014, we undertook our third cycle of Accreditation and on this occasion assessed against three standards – Quality Improvement Council, Department of Health and Human Services, and the Rainbow Tick Standards – we successfully MET all Standards with 11 of those rated EXCEEDED. The following is an excerpt of the key comments from the external review panel, including the accreditation outcome ratings against the three sets of standards. The team of assessors spoke very highly of their experience at FAN, advising we should be proud of the exemplary services.

Quality Improvement Council Standards

FAN is recognised as an organisation that "punches well above its weight". The organisation's commitment to sector reform and improvement is reflected by the range of partnerships and collaborations undertaken and their contribution to best practice research. FAN's reputation as a partner of choice, their knowledge of specialist areas of service delivery and the willingness to share resources and information is broadly recognised. FAN's recognition in a speech by Anna Burke, Member for Chisholm and Deputy Speaker in the House of Representatives, is added recognition of the organisation's contribution to the community.

FAN's dedicated leadership, philosophical underpinning and commitment to young people experiencing homelessness, supports them to attract and maintain strong collaborative partnerships with like-minded organisations. FAN is held in high regard by its partnering organisations and is seen as a powerful influence in the areas of youth and homelessness. Family Access Network has a sound knowledge and extremely impressive embedded practice when ensuring clients accessing the service are assessed and informed regarding options available to them, both internally and externally.

All 18 Standards were MET and within those Standards the following 6 were rated EXCEEDED

Building Quality Organisation:

- 1.1 Governance
- 1.2 Management Systems

Planning Quality Services & Programs:

- 2.1 Assessment and Planning
- 2.4 Confirming consumer rights
- 2.5 Coordinating Services and Programs

Sustaining Quality External Relationship

- 3.4 Community and Professional Capacity Building

Department of Health and Human Services Standards

Family Access Network has a dedicated and committed Board, Management and Staff. There is an embedded commitment to continuous quality improvement across all areas of Governance and Operations that has continued despite changes in the staffing cohort and increased service delivery requests. Systems are monitored and reviewed regularly, communication is open and transparent and all planning cascades from the Strategic Plan and the identified objectives.

FAN is a small organisation that has a strong and embedded commitment to the provision of services that are holistic in approach and reflective of the various underlying complexities of the young people who access. The understanding of community needs, both current and potential, ensures that services are provided in a sensitive and respectful manner with a strong and embedded emphasis on improved outcomes for all. Advocacy for the individual, and the sector as a whole, is a key component of the organisation's approach to empowering those who access the service and is reflective of the commitment to enabling a choice of service whenever possible.

There are 4 Standards incorporating 16 Criteria, all 16 Criteria were MET and the following 5 Criteria were rated EXCEEDED

Standard 1 Empowerment

- 1.1 People understand their rights and responsibilities
- 1.2 People exercise their rights and responsibilities

Standard 3 Wellbeing

- 3.1 Services adopt a strengths based and early intervention approach to service delivery that enhances people's wellbeing
- 3.2 People actively participate in an assessment of their strengths, risks, wants and needs

Standard 4 Participation

- 4.2 People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment.

Rainbow Tick Standards

The work Family Access Network (FAN) undertakes in the area of Lesbian Gay Bisexual Transgender Intersex (LGBTI) is exemplary. Stakeholders stated in interview that FAN is a leader in this field and works tirelessly to support young people to have their basic human rights met, including their right to participate in their chosen community. Stakeholders referred to FAN as their 'agency of choice'.

FAN prides itself on embracing diversity in all its forms. This philosophical approach is shared by all associated with the organisation, including the Board. FAN is tolerant and respectful of every young person that presents at their service. Everybody is someone.

Commitment to the Rainbow Tick Standards is embedded into daily practice and is not viewed as a required addition to service delivery. It is a process that recognises, and supports, the right of choice. Client interviews identify that client individual needs and identity is included in the assessment process and awareness of the various impacts that uncertainty of identity can cause, particularly with young people, is well-developed and respectful in approach.

Family Access Network (FAN) has been practicing appropriate and respectful delivery of services to the Lesbian Gay Bisexual Transgender Intersex (LGBTI) community through the Same Sex Attracted Transgender Intersex (SSATI) program for a long period of time and as such, required practice and approach is embedded. The organisation has implemented mandatory SSATI training across the entire organisation and is recognised as the “go to agency” by others due to their knowledge and commitment to best practice in this area.

All activities were included in the scope of the Rainbow Tick Accreditation:

- SSATI social and support group
- Life Skills program
- Volunteer program
- Young Mums Group
- Homeless Youth Dual Diagnosis Initiative
- Homeless Support Services – transitional support
- Private Rental Brokerage Program (PRBP)
- SSATTI Housing Establishment Fund (HEF)

FAN MET all 6 Standards, incorporating a total of 23 Criteria. As Rainbow Tick Standards were presented for the first time in 2014 no EXCEEDED practice ratings were granted to any organisation.

It is worth noting that FAN was not under any funding obligation to undertake the Rainbow Tick Standards, but undertook to do so out of commitment to their work with SSATI young people. FAN’s CEO contributed to the development of the Rainbow Tick Standards and Evidence Guide.

The accreditation outcome is no small achievement by any measure, but to have as many “Exceeded Practice” as we have staff is a credit to the team. Thank you to Peter Stephenson for his key role as Internal Contact and CQI Chair in addressing the QIC and DHS Standards, to Katie Horner-Mathews and the SSATI Portfolio for assessing and completing each of the six Rainbow Tick standards. To the Board for ensuring that FAN remains committed to providing services that are defined by strong principles embedded across the whole organisation. Many thanks also to the four key stakeholders and more than ten young people who made themselves available for interview.

We owe a debt of gratitude to Peter Stephenson for his outstanding contribution over the last two accreditation cycles in his Project and Capacity building role. Peter took up a position with the Premier’s Office in March this year and following a restructure of some elements of his position, Oriana Phutully was appointed to the role of CQI Champion

Sue Carlile CEO



Young Mums Group

Homeless Young Families and Accompanying Children

Written by Michelle Thompson, Team Leader, Client Services, Family Access Network

Family Access Network (FAN) is located in the Eastern Metropolitan Region (EMR) of Melbourne and although a relatively small organisation, has contributed to a range of state-wide and national enquiries, initiatives and practice reflection. Service provision to homeless and at risk young people has been the core work of the agency since 1981. Fundamental to FAN's philosophy is a client focused and driven practice underpinned by a rights-based approach.

The accompanying children of homeless and/or at risk young people, particularly pre-schoolers, have consistently been the fastest growing client group at FAN over the past decade. Our strategic plan recognises this and places high importance on meeting this need; however, we are not funded to provide such services. Rather, we are primarily funded to service the young person only and 'extras' are self-funded. Young families are the most vulnerable in our community and extremely isolated as the service system can be hard to navigate without support.

A priority for FAN is responding to the needs of accompanying children. More than 90 per cent of the children that FAN work with are aged between zero and five years. In 2014 FAN received a grant from the Lord Mayors Charitable Foundation to run a childrens program. This funding has strengthened our capacity to deliver a quality service to children; a service that will mitigate the negative effects of their homelessness and financial situation. The program facilitates the development and delivery of evidence based education sessions for young mums and their children experiencing or at risk of homelessness. The program has

also provided the families with opportunities of engagement and social interaction.

The Homelessness Support Service program at FAN works with young families and accompanying children in Transitional Housing properties. The support workers work with parents to set goals for their children and identify focus areas, from this a case plan is developed. Additional supports and specialised services may be required to assist in the healthy development and growth of children. Support workers continue to play a large advocacy role in relation to this. For example, children are being referred to early childhood intervention services in relation to developmental delays and enabling them to get the support required before they commence school. In the past two years there has been a 48 per cent increase in the total number of accompanying children supported by the Homelessness Support Service at FAN. This has meant the team has had a stronger focus on children of young families. Through the funding for the childrens program staff are being upskilled with relevant training relating to working with children.

FAN also runs a weekly young mums group for women aged 15 to 25 years who are parenting or pregnant. This group is instrumental in reducing isolation by building social and supportive networks. It also provides a space for young women to share their parenting knowledge and discuss child development without judgment or discrimination.

In 2004 FAN implemented a portfolio system which supports the development and funding of specific programs as well as fostering a learning environment. Children and young families is one such portfolio.

In 2010 FAN contributed to the development of the EMR Young Families in Crisis Model. The project was developed to address an identified gap in the crisis service response for young families aged 16 to 25 years who are pregnant and/or have accompanying children, specifically to divert them from unsafe and unsuitable alternatives.

The Orcadia Foundation generously provides FAN the use of a centrally located property. The property provides a supported pathway for young families from transitional housing into private rental accommodation. Working collaboratively with the young families support worker and private rental brokerage program, the family are provided appropriate rental references and support linkages assisting successful future private rental outcomes.

Many young people are now turning to the private rental market as their long term housing option due to a lack of other affordable housing pathways. However, today current rental climate is one of low affordability, coupled with an increase in demand for housing. This rental environment together with other barriers young people in general face in finding and sustaining long term housing options, makes this basic human right out of reach for many young people in today's society.

Program Reports

Homeless Support Service

Family Access Network's Homeless Support Services (HSS), a Department of Health and Human Services (DHHS) funded suite of programs, offers a specialist homelessness response. These services are available to young people aged between 15 and 25 years who are experiencing, or at risk of homelessness. Our diverse client group consists of single young people, young couples, same sex attracted transgender and intersex young people (SSATI), young pregnant and parenting women, young families and accompanying children. The team have collaboratively supported a total of 191 clients over the 2014-2015 period. This sum includes a total of 156 young people and 35 accompanying children.

Figure 1.

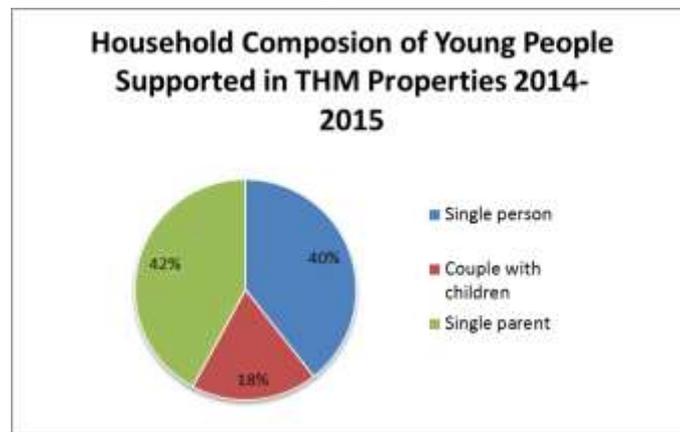


Figure 1 breaks down the household composition of HSS clients living in transitional housing properties. Families including those of a couple and single parent, account for 60% of the total clients. This total is 11% higher when compared to last year's figures, where singles accounted for almost an equal percentage of clients supported in THM properties as families.

Figure 2.

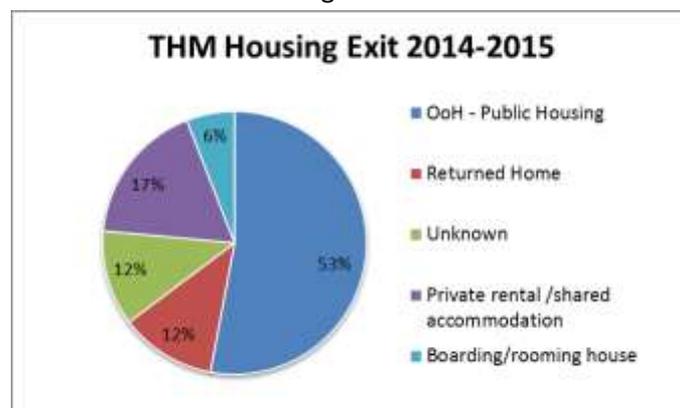


Figure 2 identifies over half (53%) of clients supported by the HSS team in 2014-2015 exited their transitional housing property into Office of Housing (OoH) properties. This figure is over double that of last year (25%), with returning home the most common exit point for young people supported by the HSS team in 2013-2014.

Figure 3.



Figure 3 identifies the length of tenancy or period of time a family or individual has spent residing in a Transitional Housing property before exiting into other long term accommodation. As the chart indicates 48% of clients, who exited in the 2014-2015 period resided in their Transitional Housing property for 1-3 years. These lengthy time frames may be attributed to the high percentage of families supported by the HSS team (as indicated in figure 1) who due to housing affordability are focused on an OoH exit.

Client Achievements and Outcomes

The HSS team, working alongside young people and supporting agencies can report several achievements throughout the year. The achievements have particularly been in supporting young people to engage in education, employment and training pathways, creating strong linkages with external and internal services and fostering successful exit outcomes into sustainable and affordable long-term accommodation.

A total of 18 young people have re-engaged in education whilst residing in a Family Access Network supported Transitional Housing Properties (THM), and 7 young people were supported to complete studies that they had commenced prior to moving into a THM. The areas of study that young people had applied themselves to were varied, including the Victorian Certificate of Applied Learning (VCAL), Victorian Certificate of Education (VCE), Aged Care, Science, Media Studies, Beauty Therapy, Retail, Community Services, Information Technology, Business, Real Estate, Personal Training, Child Care, Hospitality, Massage, Security, Public Speaking, Interior Design and Youth Work. A total of 10 young people had gained employment prior to or during the time they were receiving support from the HSS team. Creating Connections Employment Education Program (CEEP) applications continued to be an integral tool in breaking down barriers for young people to study and work; providing the financial means to pay for items such as course fees, Myki top ups and laptops. Support planning remains to be an invaluable way of identifying goals and areas of focus with young people, and strengthening relationships with other services. The HSS team have had thorough involvement with DHHS, Office of Housing and Child Protection throughout the year, along with involvement with specialised services such as Alcohol and Other Drugs services, Mental Health services, Enhanced Maternal Child Health and Family services (for example, VACCA - Victorian Aboriginal Child Care Agency). A strong focus of the HSS team has been improving the health and wellbeing of young people, specifically dental treatment. Several referrals have been completed to local community health centres in order to strengthen ties that young people have to their community, supporting the importance on physical wellness. The Family Reconciliation Mediation Program (FRMP) has continued to be a vital resource throughout the year, predominantly to facilitate the increase in need for couples counselling. The Homeless Youth Dual Diagnosis Initiative has also continued to be a valuable partnership, particularly in upskilling the HSS team by means of secondary consultation.

The 2014-2015 period saw several sustainable and successful housing exit outcomes, including three share accommodation and private rental exits, nine relocations to public housing and two young people returning home to family. Of particular interest, one young person managed to juggle studying a demanding Advanced Diploma course with searching for private rental, and one young family entered into a private rental arrangement with extended family. The financial support the HSS team has received from the Harcourts Foundation has made a significant positive impact in the breaking down of barriers for young people accepting and moving into their public housing property.

Alsorts - Same Sex Attracted Transgender Intersex Program

FAN's alsorts program was established in 2006 in partnership with the ALSO Foundation, a specialist organisation working with the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community. Despite the partnership with ALSO Foundation ceasing in 2012, FAN has continued offering a holistic response to young people who identify as Same Sex Attracted Transgender Intersex (SSATI)

In the year ending 30 June 2015, a total of 47 SSATI young people were supported at FAN through the Alsorts programs range of services including financial brokerage to assist with crisis accommodation and securing private rental accommodation through Housing Establishment Fund (HEF), social support within the Eastern Diversity Group (EDG) through the Life Skills Program and case managed response to young people living within transitional housing. The Alsorts program encompasses 2 transitional share properties reserved for housing young people identifying as SSATI. These properties along with HEF funding, is unique in that it is a state-wide response, offering support to young people living across Victoria. During this period an additional 29 SSATI young people were referred to FAN's SSATI Transitional Housing, highlighting the continuing importance of the Alsorts program.

In November 2014 FAN undertook voluntary Accreditation of the Rainbow Tick Standards. The Rainbow Tick consists of six standards against which services can be formally accredited to demonstrate SSATI inclusive practice and service delivery. FAN received fantastic feedback from accreditors, acknowledged by the Assessment Team as an "exemplary and go-to organisation in the work with SSATI young people" and now has the opportunity to be listed in a national register of LGBTI accredited organisations.

Young Families in Crisis –

FAN contributed to The Young Families in Crisis (YFIC) Project establishment in 2010, an initiative of representatives from the Eastern Homelessness Services, related sectors, and the Department of Human Services. The project was developed to address an identified gap in the crisis response for families aged 16-25 years who are pregnant and/or have accompanying children.

The project offers young people a case managed crisis response delivered through five properties, supported by four separate agencies including FAN, Connections Uniting Care, Wesley and Anchor. FAN continues to be represented on both the Steering Committee and Working Party and during the reporting period r has seen both working collaboratively on the review of the service model framework.

Jasper Program

The Jasper Program a collaboration between Family Access Network and SalvoCare Eastern to provide case managed housing to young people in the Eastern Division who are homeless or at risk of homelessness, and who are actively engaged or working towards education, employment and training pathways. This project is tailored for post care young people, and is overseen by a management group made up of representatives from the respective organisations. The Jasper Program is composed of two lead tenant properties, with the capacity

to house a total of six young people at any given time. Young people participate in a dedicated Life Skills Program and utilise individual supports. The lead tenant model provides a social learning experience for young people by providing the opportunity to develop and learn new skills and responsibilities. The skills gained throughout the duration of as young person’s stay in a Jasper Program house assists young people in moving onto other forms of shared living arrangements, and is seen as a stepping stone towards self-reliance and independence.

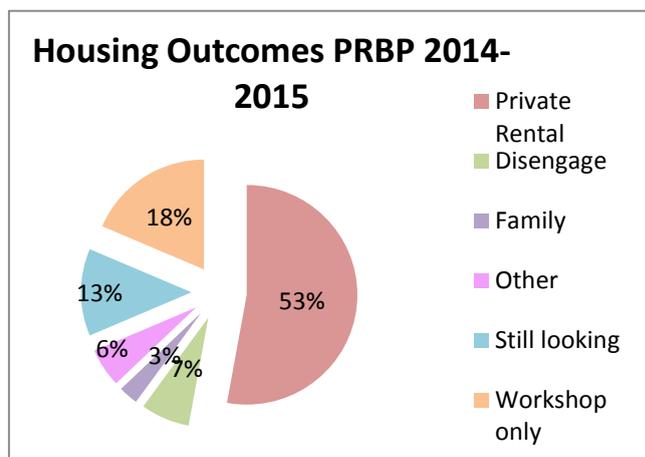
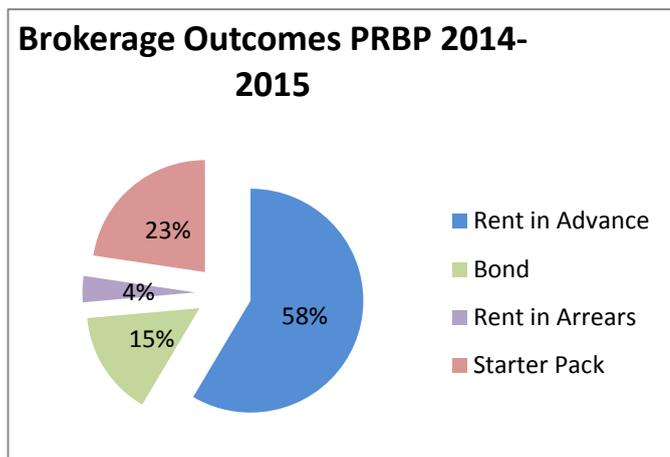
Creating Connections Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program (PRBP) at Family Access Network (FAN) has had an extremely positive year with many amazing achievements by young people. For the 2014-2015 year a total of 67 young people were supported by the Private Rental Brokerage and 10 accompanying children. Of these 37 young people accessed private rental housing and ending their current experience of homelessness.

The PRBP at both FAN and Anchor has maintained providing an enhanced response to the homelessness service sector through the delivery of ‘Home of My Own’ and ‘Gaining the Private Rental Edge’ workshops. In total the ‘Home of My Own’ workshop was held 3 times with 13 young people attending. The ‘Gaining the Private Rental Edge’ workshop was held twice with 25 people attending who work in the homelessness or allied services sector.

The Private Rental Brokerage Program also continues to be part of state wide and eastern region networks including the Private Rental Access Workers Network (PRAWN) and the Eastern Metropolitan Private Rental Access Network (EMPRA). In conjunction with the PRAWN Network the PRBP assisted in the running of a Private Rental State-Wide Housing Workers Forum in November 2014.

Promotion of the Private Rental Program and the issue of youth homelessness is a high priority with the PRBP worker maintaining a presence in partnership and network meetings and participating in research. The PRBP worker attended three homelessness services in the Eastern Metropolitan Region in order to promote the Private Rental Brokerage Program and also partook in research conducted by the Australian Housing Urban Research Institute and The University of Adelaide. This current research being conducted is around the role of private rental support programs in the housing outcomes of vulnerable Australians.



Orcadia Program

The Orcadia Program was developed from the support of Caroline and Derek Young, of the Orcadia Foundation, generously providing FAN the use of a centrally located property. The Orcadia Program offers young families a supported and educational pathway from Transitional Housing into private rental accommodation. Currently we have a young family living in the property who is actively working collaboratively with their support worker from FAN and the Creating Connections Private Rental Brokerage Program. Support is provided in the range of educational and skills development, rental references and linkages in working towards a private rental housing outcome.

Life Skills Program

The Life Skills program is in its 18th year at Family Access Network. The Program offers flexible workshops/programs for young people aged 15-25 years who are 'vulnerable', those who are experiencing homelessness or at risk of homelessness. Our program targets young people who may be socially isolated in particular parenting young women and men as well as sexually and/or gender diverse young people. Activities aim to strengthen living skills, resilience and community connectedness.

Currently the program offers two ongoing programs; the Young Mums Group (YMG) and the Eastern Diversity Group (EDG). In addition it aims to provide workshops throughout the year focusing on resilience, coping mechanisms, living skills and related personal development. Within the reporting period the following programs were offered; First Aid Level 2; Gym/Sports classes; Swimming; Sporteka; Parents Cook Off.

The consideration of current trends, needs and confronting issues forms the basis of programs developed within the Life Skills Program.

During the reporting period a total of 148 young people (18% increase from previous year) participated in the Life Skills Program along with 103 (9.5% increase from previous year) accompanying children bringing the overall total to 251 people attended across the scope of programs.

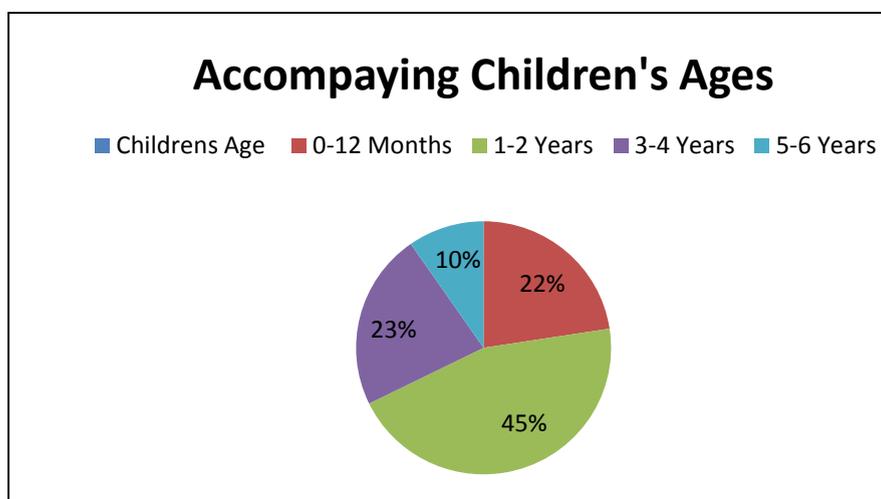
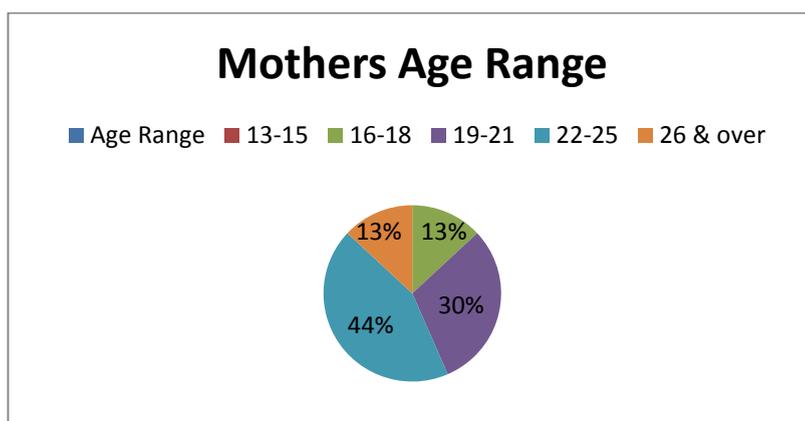
Program	Young People	Children
Eastern Diversity Group	33	1
Young Mum's Group	23	31
<i>Equity Trustees Funding</i>		
First Aid	10	
Gym	6	4
Tiny Tots swimming	6	5
Toddlers Swimming	9	8
Sporteka	10	8
<i>Telstra Foundation Funding</i>		
Tiny Tots Swimming	5	5
Toddler Swimming	5	5
Young person swimming lessons	5	
<i>Flora and Frank Leith Trust</i>		
Parents Cook Off	36	36
Total	148	103
Total combined		251

Young Mums Group

The Young Mums (YMG) Group is a weekly program for young women aged 15-25 who are parenting or pregnant. YMG fosters personal development and growth, provides an arena for building social and supportive networks and offers positive peer interaction.

YMG offers a special space where young mothers can share their parenting knowledge and discuss child development without judgment or discrimination. A core aim of YMG is to reduce isolation and create lasting connections; FAN is pleased to report this continues to happen. Mothers form their own support networks outside of group and are able to offer each other a level of support and friendship that appears to date, lasting.

During the 2014-2015 period a total of 23 mothers accessed the program along with 31 accompanying children, there were 7 pregnancies during this period. Mother's ages range from 18-27 with the highest percentage being between 22 to 25 years of age (consistent with the previous year). 26% of presenting mothers had more than one child. 14 Referrals were received, 10 Agency 4 Self.



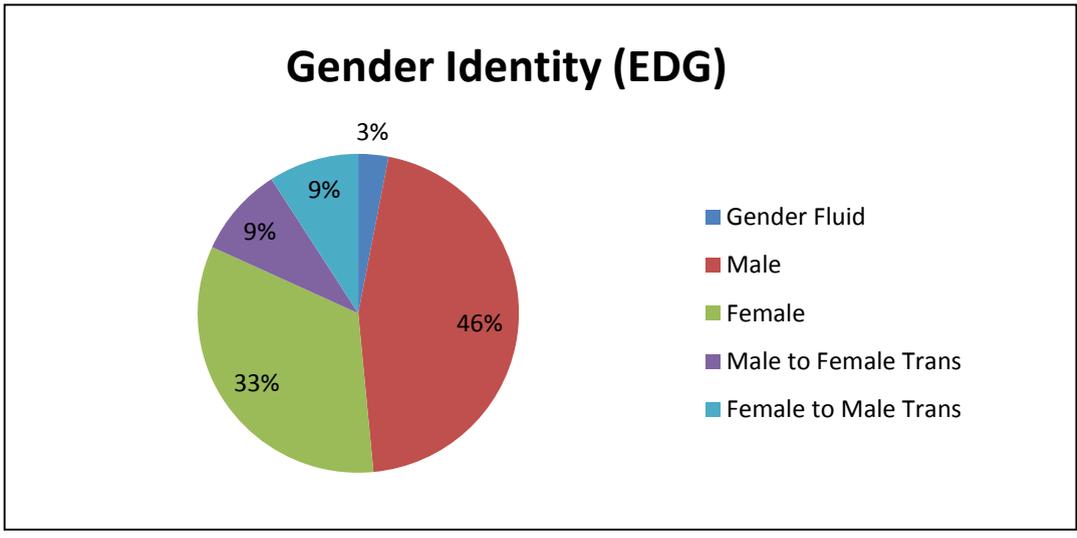
Participants continue to discuss and negotiate as a team their weekly activities which are formed into a monthly calendar of events. Young women are encouraged to take ownership over the group and lead activities when appropriate.

Eastern Diversity Group

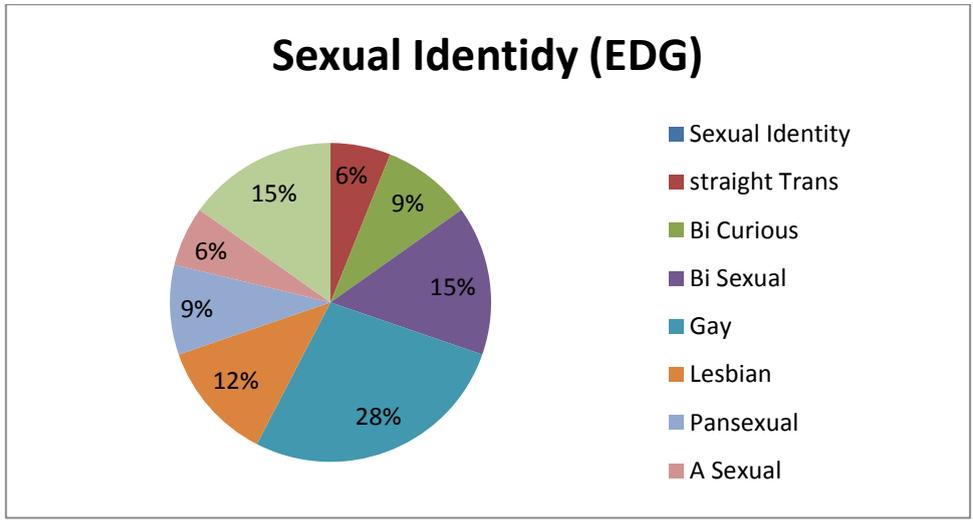
The Eastern Diversity Group (EDG) is a social support group for young people who are sexually and/or gender diverse (SGD). The group was first established in 2009 as an extension of the 'Alsorts' response with its core aim

to provide a safe space for young people to freely express their sexuality and gender identity, this recognition of diversity can be attributed to its success to date.

To June 2015 33 (18% increase from last year) young people and 1 accompanying child have participated in EDG. EDG is a state-wide response, 55% of participants reside in the Eastern Region, with 9% Northern; 9% Western; 24% Southern and 3% of participants from Regional Victoria.



Gender identity breakdown: 46% Male; 33% Female; 9% Male to Female Transgender; 9% Female to Male Transgender and 3% Gender Fluid.



Sexual Identity Breakdown: 28% GAY; 12% Lesbian; 9% Pansexual; 6% A Sexual; 15% Bi Curious; 6% Straight Trans; 9% unsure and 15% Bisexual.

Age Range	Male	Female
13-15		
16-18	4	3
19-21	6	8
22-25	9	3

EDG is held at Youth Connexions Box Hill. A very special thank you is extended to the staff at Youth Connexions and the City of Whitehorse for continuing to support this program and its participants.

EDG have participated in a range of activities that have included cooking classes, glass painting, candle making, affirmation journals, guided meditation, sports classes and more. A special project to note was the Wooden Art Project, the young people gathered photos that represented diversity to them and transferred the images directly onto wood, a small story was then written up and these were displayed at our 2014 AGM. Feedback continues to show us that EDG provides young people with a safe and inclusive space to be themselves and make lasting friendships, when asked what the best thing about group so far was one young person reported 'being able to express who I am as an individual'.

Parents Cook Off Program (supported by the Flora and Frank Charitable Trust)

Family Access Network received funding for the "Family Cook Off" Project for young parents to develop their knowledge around food and encourage young people to cook home meals.

The program was aimed at offering three rounds of "Family Cook Off".

Participation rates:

Round one: 13 Parents, 15 Children

Round Two: 10 Parents, 6 Children

Round Three: 13 Parents, 15 children

In each round participants were given a handbook (developed by FAN) which includes; Recipes for the program; Food Safety Tips; Heart Foundation Recommendations; The Australian Guide to Healthy Eating and Seasonal Charts for Victorian Herbs, Vegetables and Fruit.

Feedback from participants was very positive, 100% of participants reported that they had learnt techniques they could take home and continue to do and that they felt more confident in their ability to cook home meals.

Safe Kids Project supported (by the William Henry Pawsey Charitable Trust, the Mars-Stride Trust and the EHM Ratcliff Trust, managed by Equity Trustees)

"Safe Kids Project" was aimed at young parents and their children. It had five components (the first of which was the Bringing up Great Kids Program which has previously been reported on), which are as follows;

First Aid

First Aid Training was held January 2015 at the Box Hill Town Hall.

The Program was a huge success with all 10 young people successfully gaining their Senior Level 2 First Aid. Feedback from the day was very positive, young people expressed their thanks in being able to complete this.

Swimming Lessons

We completed two rounds of swimming lessons. We divided this amongst Toddlers aged 1-4 years and Tiny Tots aged 6-12 months. Swimming as always is highly regarded by our clients and the programs were a great success.

Many of the participants continue to state that without the support of FAN they would not be able to access swimming lessons for their children.

Gym/Fitness passes

We were able to offer 6 people a three month gym membership. This was strongly linked with original workshops centred on positive ways to raise your children, and we wanted young people to have the opportunity to build on their self-esteem and find healthy ways to alleviate stress, building on the belief that a positive parent raises a positive child.

Sporteka

Sporteka is a sports program for children aged 2-4 years old. This commenced in April with 8 children attending. The program builds on self-confidence and teaches children safe play. Sporteka finished in June 2015.

All above programs were supported by the William Henry Pawsey Charitable Trust, the Mars-Stride Trust and the EHM Ratcliff Trust, managed by Equity Trustees.

Parents and Children's Swimming Lessons (Supported by Telstra Fund)

We were fortunate enough to receive two grants from the Telstra Foundation to support the cost of swimming lessons. We were able to purchase 5 lots of Tiny Tots (6-12months) swimming gift cards (valid for an entire Term), 5 x Toddler swimming lessons (1-4 years, Term pass) and 4 x 10 week swimming lessons for 15-25 year olds. FAN's clients are thankful for this opportunity; swimming lessons are highly valued by our parents as this is an expense they would not be able to afford.

Volunteer Program

FAN's Volunteer Program commenced 34 years ago (1981). The program continues to develop and evolve in response to the needs of presenting young people. Volunteers continue to substantially contribute to the lives of FAN clients and are highly valued for their ongoing support and dedication.

FAN attended the Deakin Volunteer Fair in 2015. We were overwhelmed with the amount of students that wanted to give back to our community. The fair enabled us to make great connections and we will continue to do this in years to come.

Volunteers play a vital role in the continuing care and support of young people by contributing in areas such as: Lead Tenants; Provide enhanced housing support to assist in the development of living skills by role modelling appropriate behaviour in everyday conditions in a shared house environment;

Mentors: provide enhanced support and one on one long term friendship to a young person strengthening self-worth, trust and relationships;

Child Play Supervisors: Child Play Supervisors engage in a range of child friendly, age appropriate activities with children while their parents attend appointments, meet with Support Workers or participate in workshops attached to various FAN Programs.

We would like to express our sincere thanks and appreciation to our Volunteers for their selfless contributions during 2014-2015.

Children's Program

In 2014 FAN received two year funding from the Lord Mayors Charitable Foundation. This funding has strengthened our capacity to deliver a quality service to children; a service that will mitigate the negative effects of their homelessness and financial situation. The program facilitates the development and delivery of evidence based education sessions for young mums and their children experiencing or at risk of homelessness. The program has also provided the families with opportunities of engagement and social interaction.

The aim of this program is to develop and trial a consistent and coordinated programmatic response to children of homeless and or at risk young people in the eastern metropolitan region of Melbourne and to

document, evaluate and disseminate 'learnings' from the project while seeking to sustain the program into future years.

The program facilitated the development and delivery of evidence based education sessions for young mums and their children experiencing or at risk of homelessness. The program has also provided the families with opportunities of engagement and social interaction.

The grant has also allowed staff to be upskilled in the area of children and their development. We have had guest speakers from other agencies talk to staff about what is available for our client group and also had training around relevant issues for our clients such as Autism Spectrum Disorder.

Young Women & Family Violence Project

Laurie Gunn commenced employment in February of this year as The Family Violence Project Worker in a part time capacity. The objective of this role was to develop resources to educate homeless and “at risk” young people on healthy relationships. Additionally to support the operation of a forum of partner agencies aimed at addressing issues relating to intimate partner violence. Document and evaluate the projects activities, success, failures and disseminate learnings and advocate for appropriate policy response, in addition to supporting sourcing of ongoing funding.

This project worker has worked closely with our young mums group to provide education and explore the broader issue of family Violence within the eastern region and how to better meet the needs of the young people engaged with FAN who may be experiencing family violence. A tailored workshop was developed and presented to the Young Mums Group with a focus on “healthy relationships.” Data collected from the workshops will be collated and evaluated for future learnings and opportunities.

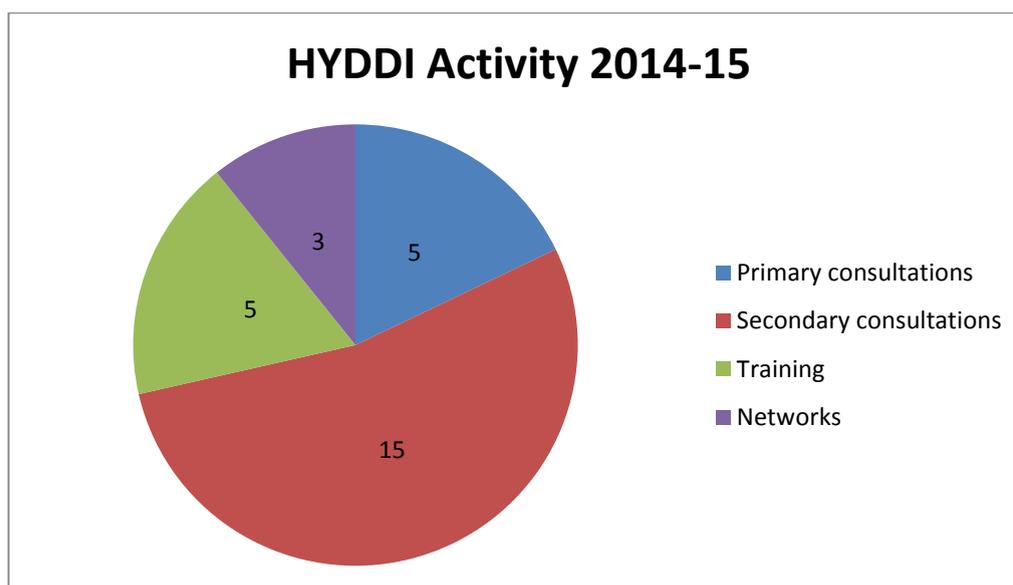
The project worker facilitated a workshop for EDG in July this year. The workshop explained domestic and family violence, what to do when/if abuse is experienced, and suggestions for safety plans, where to go for help and how to support friends experiencing abuse. 10 young people attended the workshop and the overall response to the content of the workshop was positive. Pre and post questionnaires were completed with the majority of participants stating in the pre-questionnaire that they wanted to “understand more about healthy relationships.” It was also noted that in the post questionnaire most participants identified FAN as a service that they would go to for help, if they were to experience abuse. Results of the workshops will be collated and evaluated.

The project worker also participated in the Young women and Family Violence working party. The group are in the process of development of a workers forum to be held on White Ribbon day, 25 November 2015.

Homeless Youth Dual Diagnosis Initiative (HYDDI)

A partnership between FAN and Eastern Health, now into its sixth year targeted at young people (16-25) experiencing homelessness and difficulties with mental health and alcohol and other drug problems. The program aims to increase early intervention to young homeless people with complex needs to reduce drug taking, improve mental health and to increase the sustainable housing outcomes. The program is also targeted at sector capacity building.

The following data indicates that there has been consistent work completed in the work areas identified by the Department of Health & Human Services:



The data suggests the ongoing success of the Initiative in terms of achieving better outcomes for the young people who find themselves in the youth homelessness system. Even though the number of referrals for direct support continues to be lower than the original proposal put forward by the Department of Health, the number of referrals for secondary consultations appears to be consistent with earlier figures.

Training continues to be a major component to building the capacity of the sector with five training events held on a range of topics related to youth dual diagnosis, with an emphasis on AOD, particularly ice. Along with providing opportunities for the development of skills, knowledge and confidence for workers in the sector the training has provided a valuable opportunity to promote the Initiative to a wide audience.

Involvement in networks has ensured further opportunities to promote the Initiative as well as opportunities to highlight the challenges faced by young people struggling with dual diagnosis and the various resources available to services and youth homelessness support workers to assist them in their day-to-day work.

The worker has also reviewed a couple of initiatives developed in the first few years of the initiative, they being, the provision of an outreach service to housing and support services and facilitation of the Reference Group. The ongoing involvement in BUDDYS, an alliance of workers who have an interest in youth dual diagnosis, continues with a launch of a practice manual and forum planned for later in the year.

The past twelve months have been particularly challenging for the initiative. Firstly, funding until July 2017 was only secured at the eleventh hour, and secondly, time away from the position for an extended period due to medical illness, requiring re-engagement and promotion strategies. Other sectors impacted by reviews, namely the newly re-badged Mental Health Community Support Services (formerly PDRSS) and the Alcohol and Other Drug Sectors have only recently stabilised enough to re-connect with the wider service system.

Equity Support Program

Family Access Network's Equity Support Program—through financial and in-kind donations—provides assistance for some of the most vulnerable in our community. The generous support again of many people and organisations has enabled the provision of food and personal care parcels; transport for training and medical appointments; financial assistance for education and job training. As well as clothing and toys for babies and young children and Christmas gifts. We have been fortunate this year to receive many suitable bundles of in kind donations to give directly to our clients. FAN was able to provide direct aid to young people, families and accompanying children on more than 300 occasions due to these generous and supportive donations.

The support we get for this program enables young people to participate more fully in community life. Many of the young people we work with have limited community involvement and can be left feeling isolated. The resources we are able to offer not only provides aid in a time of need but also offers hope for a brighter future.

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

- Olive Clark: FAN Honorary Life Member, towards material aid
- Box Hill Lions Club and members: towards education expenses.
- Canterbury Council of Churches: donation from "Carols in Canterbury Gardens": towards education and material aid.
- St. Dominic's East Camberwell Parish - Justice and Peace Group: towards Healthy Eating Programs for young people.
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for almost 12 years.
- The Staff of Austbrokers Countrywide: Christmas presents for clients and their children and also a donation towards the client Christmas party.
- Big Fat Smile for supplying bags of clothing and toys when needed for babies and young children.
- St Peter's Mothers' Union: blankets, clothing and baby nappies and Mother's Day lunch and gifts
- Anglican Parish of Box Hill: continued support in supplying FAN with suitable rental space and areas to hold workshops and meetings.
- The Allannah and Madeline Foundation: buddy bags including age appropriate toys and clothing.
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Anonymous donors: clothing and toys.

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

Portfolios

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

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

Current Portfolios

- Continuous Quality Improvement (CQI) including OHS: Chaired by Oriana; members Sue, Maureen, Michelle, Adelle and Nicole
 - Policy and Legislation
 - QIP/Accreditation
 - Risk management
 - OHS
 - Environment
- Same Sex Attracted Transgender Intersex (SSATI): Chaired by Katie; members Sue, Michelle and Rebecca
- Client Participation & Citizenship: Chaired by John; members Michelle, Oriana and Adelle
- Staff Wellbeing: Chaired by Adelle; members Adelle, Oriana and Katie
- Children & Young Families: Chaired by Michelle; members Sue, Katie and Rebecca
- Young Women & Family Violence: Chaired by Michelle; members Sue, Rebecca, Oriana and Laurie



Young people of EDG celebrating IDAHOT Day

Recognition and Awards

Honorary Life Members

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

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

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

Stephen B McLoughlin Encouragement Award

Stephen McLoughlin (15 November 1949 - 8 July 2010) 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. In addition, a range of creative and personal development projects were conducted from the youth centre he opened in Box Hill, known as the Underground. His active involvement with young people and the community, and an awareness of increasing homelessness led him to hold a range of public meetings; inspiring a group of interested community members to become involved. Some of these offered to take young people into their homes, others became mentors and some formed a committee to establish a local response. FAN as we know it officially commenced in April 1981, however, the foundation work by Stephen McLoughlin preceded that by several years.

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

Stephen B McLoughlin Encouragement
Award winner for 2015 is:
Ashleigh Lanko

Previous winners:

2010: Rebecca Carr & Xavier Evertiz
2011: Nick Flannery & Maria Ho
2012: Natalie Sewell
2013: Gabrielle Hollowood
2014: Tegan Averay



Young people of FAN

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.

Previous Winners:

1994: Katrina White & Emma Morecroft

1995: Amanda Dywer & Kareem Hamid

1996: Annerliegh Parkinson

1997: Melissa Plain, Angela Boyd & Paul Waterworth

1998: Matt Jones & Kerry Warren

1999: Kylie Ives

2000: Andrea Fox & Cherie Davis

2001: Melissa Clemans

2002: Lauren Jones & Lani Elkin

2003: Jaycie Duncan & Elise Ramage

2004: Kathryn Lea & Matthew Richardson

2005: Tessa Daniels & Katrina Vanderwiel

2006: Gypsy Bates & Bronwyn Smith

2007: Erin McLoney & John Newton

2008: Illaria Starlit, Stacy Palmer & Melinda Steur

2009: Jess Portuguese, Apryl Ennis & Mary El-Hennawi

2010: Xavier Evertiz & Samuel Rhodes

2011: Racheal Hughs & Skylar Rush

2012: Simron Shivagni & Elle Marcombe

2013: Jessica Pagramm & Monique May

2014: Claire Kelly & Jordan Smith

The Rhys Fox Achievement
Award winner for 2015 is:

Lauren Abbott



**Claire Kelly – Recipient of the 2014 Rhys Fox Achievement
Award with her support worker Adelle**

Financial Report

Family Access Network Inc ABN 68 473 447 026 Income and Expenditure Statement For the year ended 30 June 2015

	2015 \$	2014 \$
Income		
Government Funding		
- Department Health & Human Services	371,235	357,708
- Department of Health & Human Services - HEF	19,208	18,831
- Department of Health & Human Services - Brokerage	161,858	151,486
- Department of Health & Human Services - Eastern Health/HYDDI	18,500	17,619
	<u>570,801</u>	<u>545,644</u>
Other Funding Received		
- City of Whitehorse	43,547	37,500
- Lord Mayor's Charitable Foundation	55,000	
- Other Program Grants - Jack Brockoff/Optus/Flora & Frank Leith/ Equity Trustees/Telstra	30,300	16,000
- Service Clubs: - Lions Box Hill/Rotaract - Whitehorse	3,500	
	<u>132,347</u>	<u>53,500</u>
General		
- CEEP & Other Brokerage	11,592	6,223
- Property Rental	15,916	10,712
- Other Income	4,435	4,560
- Donations Received	9,795	6,000
	<u>41,738</u>	<u>27,495</u>
Interest received	<u>4,085</u>	<u>5,055</u>
Total income	<u>748,972</u>	<u>631,694</u>

Family Access Network Inc ABN 68 473 447 026
Income and Expenditure Statement
For the year ended 30 June 2015

	2015 \$	2014 \$
Expenses		
Audit fees	1,777	1,823
Client Services		
- Life Skills Programs	15,859	10,559
- Other Programs/CEEP	23,462	14,250
- Brokerage	53,835	42,462
	<u>93,156</u>	<u>67,271</u>
Depreciation	5,765	6,820
Housing Emergency Fund (HEF)	11,989	11,293
Office Operating	28,711	27,532
Office Utilities	15,499	15,538
Property Expenses	24,710	23,891
Rent	16,313	15,748
Staff Oncosts	11,044	1,095
Superannuation	46,323	40,999
Volunteer Expenses	449	160
Wages	501,974	455,840
Workcover	9,780	7,421
Total expenses	<u>767,491</u>	<u>675,430</u>
Surplus (Deficit) from ordinary activities	(18,520)	(43,736)
Net surplus (deficit) attributable to the association	<u>(18,520)</u>	<u>(43,736)</u>
Total changes in equity of the association	<u>(18,520)</u>	<u>(43,736)</u>
Opening accumulated surplus	89,658	133,394
Net surplus (deficit) attributable to the association	<u>(18,520)</u>	<u>(43,736)</u>
Closing accumulated surplus	<u>71,139</u>	<u>89,658</u>

Family Access Network Inc ABN 68 473 447 026
Detailed Balance Sheet as at 30 June 2015

	2015	2014
Current Assets		
Cash Assets		
Cash At Bank - General	53,870	43,786
Cash at Bank - HEF Account	21,957	14,827
Cash at Bank - Kent Account	2,732	4,271
Cash on hand	200	200
	78,759	63,084
Receivables		
Trade debtors	4,617	4,311
	4,617	4,311
Other		
Term Deposit No: 1	50,987	66,279
Term Deposit No: 2	7,352	7,180
Term Deposit No: 3	78,557	76,429
Prepayments	1,901	2,933
	138,797	152,822
Total Current Assets	222,172	220,218
Non-Current Assets		
Property, Plant and Equipment		
Land & Buildings - at cost	83,648	83,648
Furniture & Fixtures	36,036	34,890
Less: Accumulated depreciation	(31,403)	(29,483)
Lease improvements (cost)	45,742	45,742
Less: Accumulated depreciation	(45,742)	(45,742)
Motor vehicles - at cost	34,046	34,046
Less: Accumulated depreciation	(20,803)	(16,958)
	101,524	106,143
Total Non-Current Assets	101,524	106,143

Family Access Network Inc ABN 68 473 447 026
Detailed Balance Sheet as at 30 June 2015

	2015	2014
Total Assets	323,696	326,361
 Current Liabilities		
Payables		
Unsecured:		
- Trade creditors	606	445
- Other creditors	1,700	11,136
- Credit Cards Payable	4,601	2,475
- PAYG Payable	4,582	3,904
- Superannuation Payable	4,872	4,212
- Accrued Wages	12,654	10,792
	29,015	32,964
 Current Tax Liabilities		
GST payable control account	14,713	14,090
Input tax credit control account	(4,181)	(2,799)
	10,532	11,291
 Provisions		
Provision for Holiday Pay	51,850	49,902
Provision for Long Service Leave	37,813	34,498
	89,663	84,400
 Other		
Grants In Advance	39,700	24,400
	39,700	24,400
	168,910	153,055
Total Current Liabilities		
 Total Liabilities	 168,910	 153,055
 Net Assets	 154,787	 173,306

Family Access Network Inc ABN 68 473 447 026
Statement of Member of the Board of Governance
For the year ended 30 June 2015

The Board of Governance 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.

In the opinion of the Board of Governance the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

- 1. Presents fairly the financial position of Family Access Network Inc as at 30 June 2015 and its performance for the year ended on that date.**
- 2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.**

This statement is made in accordance with a resolution of the Board of Governance and is signed for and on behalf of the Board of Governance by:



David Burlew
Treasurer

The Accounts have been audited by TST Audit & Assurance Pty. Ltd. which was an unqualified Audit opinion. A full copy of our Audited Accounts can be obtained from our office upon request.

Acknowledgement of Support & Donations

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

Funding Bodies & programs supported

- Department of Health & Human Services [Homeless Support Services]
- Department of Health & Human Services [Housing Establishment Fund - including SSATI HEF]
- Department of Health & Human Services [Private Rental Brokerage Program]
- City of Whitehorse [Life Skills; Eastern Diversity Group (EDG) and Volunteer Programs]
- The Lord Mayors Charitable Foundation [Children's Program and Young Women and Family Violence Project]

Adeal Pty Ltd	Adam Jay
Anglican Parish of Box Hill	Allan Rogerson
Austbrokers Countrywide (staff)	Amanda James
Australian Antennas	Angela Di Iorio
Big Fat Smile Group	Brian Hardy
Canterbury Council of Churches	Colin Bellis
Department of Health & Human Services	David Burlew & Band
City of Whitehorse	E Billington
EHM Ratclif Trust	Fiona Murphy
Flora and Frank Leith Charitable Trust	Ivan Mahlstedt
Harcourts Foundation	Jennifer Rendell
Kevcom	Jillian Gilmour
Kogo Distribution	Joe McGrath
Lions Club of Box Hill	Jose Abalo
Mars-Stride Trust	Kelly Rafferty and Family
Optus Foundation	Kenneth Rose
Orcadia Foundation – Caroline and Derek Young	Kirsty Howell
PostNet Hawthorn	Kristen Derbyshire
RACV Foundation	Leo Clareborough
Ringwood Magistrates Court	Lise van der Spuy
Rotaract Club of Whitehorse	Margaret Ogilvie
Rotary Club of Mont albert & Surrey Hills	Nance Morsby
Salvocare Eastern	Narelle Wilson
St Dominic's Parish, East Camberwell	Olive Clarke
St Kilda Mums	Patrick Toffoletti
St Peter's Mothers Union, Box Hill	Paul Linossier
Telstra Kids Fund	Peter Brooker
The Allanah and Madeline Foundation	Rachel Porter
The Jack Brockhoff Foundation Ltd	Scott McPherson
The Lord Mayor's Charitable Foundation	Susannah Kenny
The White Lion Foundation	Tish Senevirante
Westpac Foundation	Wales Street Primary School
William Henry Pawsey Charitable Trust	- grade 3 & 4 children
Youth Connexions – Whitehorse City Council	

Acronyms

Below shows the acronyms which are found in this report and which are commonly used throughout the sector.

ACSO	Australian Community Support Organisation
AGM	Annual General Meeting
AOD	Alcohol and Other Drugs
CEEP	Creating Connections Employment Education Program
CEO	Chief Executive Officer
CHP	Council to Homeless Persons
CQI	Continuous Quality Improvement
DHHS	Department of Health and Human Services
ECLC	Eastern Community Legal Centre
EDDS	Eastern Dual Diagnosis Service
EDG	Eastern Diversity Group
EDVOS	Eastern Domestic Violence Service
EHN	Eastern Homelessness Network
EHSSA	Easter Homelessness Service System Alliance
EMPRA	Eastern Metropolitan Private Rental Access
FAN	Family Access Network
FRMP	Family Reconciliation Mediation Program
GLBTIQ	Gay, Lesbian, Bisexual, Transgender, Intersex and Queer
HEF	Housing Establishment Fund
HSS	Homeless Support Services
HYDDI	Homeless Youth Dual Diagnosis Initiative
IDAHOT	International Day Against Homophobia and Transphobia
NPAH	National Partnership Agreement - Homelessness
OoH	Office of Housing
PDRSS	Psychiatric and Disability Rehabilitation Support Service
PRAWN	Private Rental Access Workers Network
PRBP	Private Rental Brokerage Program
QIC	Quality Improvement Council
QIP	Quality Innovation Performance
SGD	Sexually and or Gender Diverse
SSATI	Same Sex Attracted Transgender Intersex
TAFE	Technical And Further Education
THM	Transitional Housing Management
VACCA	Victorian Aboriginal Child Care Agency
VCAL	Victorian Certificate of Applied Learning
VCE	Victorian Certificate of Education
YDA	Youth Development Australia
YFIC	Young families in Crisis
YMG	Young Mum's Group

