



Family Access Network



FAN

35th
Annual Report
2015-2016

Celebrating 10 years of Same Sex Attracted Transgender Intersex
(SSATI) Services

PRIDE



Family Access Network 2016



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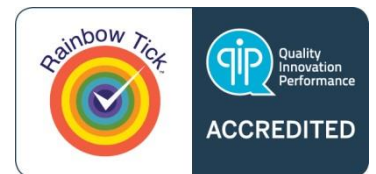


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Service Objectives

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

FAN provides a range of responses for young people, young families and children experiencing or at risk of homelessness. Support is provided through the Homeless Support Services; comprising the Transitional Support Program, Private Rental Brokerage Program, Children's Program – Early Years, Life Skills 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 policies
- Inform clients about local community supports and resources and foster social inclusion by encouraging and providing options for young people to participate in FAN's program models, reviews, research within the general community
- Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation
- Empower clients to determine their own path towards secure, independent living and encourage re-establishment with family of origin where appropriate
- Facilitate individual counselling, family mediation and group work to young people and their families to address and resolve issues.
- Encourage clients to plan, facilitate and participate in a range of creative, educational and personal development workshops in a supportive and safe environment
- Support and act as a resource for young parents, staff and volunteers in the developmental needs and rearing of children and provide and/or refer to range of services and therapeutic interventions tailored to the needs of accompanying children
- Promote and encourage skill development in independent and shared living arrangements
- Work in collaboration with the broader service system and contribute to inter and intra-agency practice, sector reforms and policy interventions
- Promote public awareness of issues surrounding youth homelessness
- Provide a service to support homeless and/or at risk young people and young families to establish and maintain housing stability within the private rental market or to access other appropriate accommodation options
- Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector
- Facilitate a learning environment; contributing to best practice, research and innovation
- Maintain effective data implementation and evaluation procedures

Chair's Report



Well another year has flown by and what a year it has been for Family Access Network.

It has been a privilege and an honour to lead the Board this year. The dedication of such an organisation makes the task so much more enjoyable and the results tend to speak for themselves.

It was said during a Board meeting that we are a small organisation that plays well above its size and that is absolutely true for everyone who is involved from the staff and volunteers, through to the board and of course not to forget our wonderful CEO.

We are motivated and inspired to do more when we see and read the progress of some of our clients throughout the year. I would encourage you to read the program updates in this and other previous annual reports.

Over the last few years FAN has experienced financial pressure, with demand for services increasing and our financial resources being stretched. This year we have seen the FAN team generate numerous submissions seeking support from various areas. There is tremendous work in producing these submissions. It is detailed work, requiring a high level of skill, in a competitive environment. The FAN team has been successful in many of these submissions and I offer my thanks and congratulations for their collective efforts.

We are grateful for the support we have received from both government and philanthropic benefactors. Your generosity makes it possible for FAN to continue to do this vital community work.

We can only hope that Governments on all levels and our generous Philanthropists continue to provide the much needed funds that allow us to provide the level of service that we do.

Over the last year I have attempted to provide leadership, governance and my quirky sense of humour to what is already a well-established, well-managed organisation. In that time, we have run a very successful fund raising function with the battle of the Bands fronted equally by two of our Board members namely myself and David Burlew from each of our respective bands.

Let me offer my personal thanks to the FAN staff and volunteers that assist in creating these outcomes. Without you, none of the fine work that has been accomplished over this year and previous years would be possible. Again we need to thank all those that financially support FAN. Without you, we simply won't exist.

I would personally like to thank our Board, we are very lucky to have such a diverse range of experience from both sector and non-sector involvement. The balance of which provides us with the ability to ensure that the best interests of the Organisation are well met and through robust discussion and analysis. They are David Burlew Treasurer, Jose Abalo Deputy Chair, and Caroline Symington Secretary, David MacKenzie, Ronda Jacobs, Kelly Rafferty and Rachel Porter. On behalf of FAN, please accept my sincere thanks for your contributions this year.

In order for an organisation like FAN to exist you need a strong and supportive leader. We are very fortunate to have someone like Sue Carlile our CEO who has for over 30 years provided an unparalleled level of service and commitment to FAN and FAN's clients and now an amazing 20 years in the capacity as CEO.

The level of commitment that Sue brings to FAN is what makes FAN so successful. Anyone who has worked with Sue or in some way been involved with Sue either as a Client or within the Sector is somehow touched forever by her generosity, strength and desire to ensure that we are the best at what we do.

She has inspired me and I have no doubt many others along the way. So Sue a big thank you from me for your support this year. I have greatly appreciated the learnings that I have picked up throughout the year.

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

- According to the Homelessness Australia website currently 1 in 200 people in Australia are homeless of which 22,789 are in Victoria. An increase since 2006 of 20.7%. Bearing in mind these figures are from the 2011 Census.
- Of these, nearly 3,638 are children under the age of 12 representing 16% of the population.
- From 2006 to 2011 the rate of homelessness increased by 20% (Source ABS 2011)

In any given year FAN assists 350+ young people and over 100 children, since 1981 FAN has helped over 15,000 young people and over 2,000 children.

I believe FAN to be a valuable community organisation. I thank you for your support, I encourage you to continue to assist us and to help us by talking to family and friends about the work we do so that FAN can continue its fine work long into the future.

Regards

Brett J. Philipp



Young People of the Eastern Diversity Group

CEO Report

Family Access Network, is proud to be presenting it's 35th Annual Report to members at the Annual General Meeting in October. An achievement that would not be possible without the shared vision and dedication of the Board, staff team and volunteers and importantly the young people who take positive steps to create a better future.

During the twelve month period to June 2016, a total of 489 young people, young families and accompanying children accessed FAN's services. Although we are identified as a youth specific organisation it is worth noting that during 2015-2016, we have supported 171 accompanying children, 16% increase on the previous year (148), 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, emerging needs and highlight the positive outcomes facilitated by the staff and achievements by young people, including but not limited to; 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, which are built around reflection on data and emerging trends. FAN actively seeks additional resources to meet the growing and changing needs, and in particular I acknowledge Michelle Thompson for her 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, building links in the community, 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, the range and depth of programs and services would not be possible without this assistance, we are encouraged by the level of support. Staff led portfolios, established in 2004, 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 – recently changed to Young People and Family Violence, plus the standing committees including Continuous Quality Improvement (CQI), Leadership Meeting and quarterly Program Reviews. The past year also included successful completion of the Accreditation Mid Cycle Review against three standards; Quality Improvement Council, Department of Health and Human Services, and Rainbow Tick.

FAN actively participates 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.

Sector initiatives and service gaps, responding to emerging trends and areas of unmet need 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 practitioner and management meetings and an Annual Planning session. 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 presented the third worker forum on White Ribbon Day 25 November 2015. Laurie Gunn, Young Women and Family Violence Project Worker concluded her role within the last year. The Royal Commission into Family Violence (RCFV) has generated new project areas for the coming year, several of them with the existing collaborating agencies. FAN contributed to four submissions to the RCFV and welcomes the depth of recommendations.
- *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, to divert young families from unsuitable and unsafe crisis accommodation. Michelle Thompson and Katie Horner-Matthews represent FAN at the partnership meetings. 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.
- *Box Hill Outreach Program* – in its second year of providing an outreach response to young people in the Box Hill shopping and business district, with the emphasis on information and proactive interventions. An initiative of the City of Whitehorse and supported through a partnership approach including FAN, EACH, Uniting Care Harrison, Gateway LLEN, YSAS, Victoria Police and Box Hill Institute Reconnect Program.
- *Hazel Hams House* – An emerging tailored response from Anchor for parenting young women, including purpose built accommodation, extensive partnerships offering a range of services, therapeutic interventions, group work and related services. FAN is proud to be a key partner. The development of the project is also being featured at the Centre for Excellence Research Symposium in October.

Research, best practice and innovative projects are actively supported by FAN, contributing to the culture of learning and continue to inform our practice, as well as shared routinely by request and available on the FAN website. During the past year Clinton McDonald while on placement at FAN completed a research with an impressive 83 participants, on meeting the needs of Transgender and Gender Diverse young people “Are We There Yet”, which will be launched at the AGM. FAN team has also contributed to a current research project “LGBTI and Homelessness”, being undertaken by Melbourne University; FAN is one of the four case studies identified for the research.

Without the team we wouldn't have the range of services that enable young people to make positive changes in their lives, I thank each of the staff for the contribution they have made, in a small organisation everyone's contribution makes a difference. The leadership team comprise Maureen Higgins Financial Administrator and Michelle Thompson Team Leader Client Services; their dedication is appreciated and often extends above and beyond to the many aspects that keeping an organisation flourishing requires. Nicole Hallawell, took some time off during the year to care for her new baby, although she has returned to fewer hours she consistently produces our informative newsletters, and oversees the reports to the Board and the Annual Report.

The FAN Board is responsible for 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. The reporting period saw the successful completion of the Strategic Plan and the development of the 2017 – 2010 Strategic Plan, which is included in the Annual Report.

As most of us will remember being a young person brings its own set of challenges, add to that experiencing or at risk or homelessness or other social barriers, creates an even greater set of hurdles, it is important to acknowledge the active engagement of young people, young families and children who have participated in the range of services provided at FAN, in taking the steps to fulfil their goals.

I conclude by drawing your attention to the four Awards, which will be presented at the AGM – congratulations to Natalie Robson and Ryan Kennedy for the Rhys Fox Achievement Award and Tori Binns and Justin Bonney for the Stephen B McLoghlin Encouragement Award. The other two awards are both new and have been introduced, following the passing of two dedicated honorary life members, Leo Clarebrough and Olive Clark, the December and February newsletters highlighted their important and long standing support to FAN, the Awards have been tailored accordingly. The Leo Clarebrough Volunteer Recognition Award in its inaugural year will be presented to Allan Rogerson, and the Olive Clark Staff Encouragement Award is announced this year but will be presented at the 2017 AGM.

It is affirming to conclude my Annual Report in such great company of those who have paved the way, inspired us with their vision and acknowledging those who are achieving their goals.



Sue Carlile
CEO

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, 2016.

Whilst the Australian macro-economic environment remains strained, the FAN 2015-2016 financial year has seen a much improved result.

The FAN team have been unrelenting in their efforts by completing many funding submissions from a variety of sources. Through prudent expense control and exceeding the revenue budget by 2.7% (6.3% ahead of the 2015 year), FAN has been able to generate a surplus this year of \$3656.

Generating a surplus for this financial year is a pleasing result. But it should also be noted that in addition to posting a surplus, FAN was able to re-establish a Program Development Fund and a Program Development Reserve.

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 and personal donations. These are listed in detail in this year's annual report. However, I would like to recognise the following for their continuous support of FAN over time

We were fortunate to receive support from;

- The City of Whitehorse (Life Skills and Volunteer Program)
- The Lord Mayor's Charitable Foundation (Young Women and Family Violence), (Children's Program)
- RACV
- Harcourts Foundation
- Telstra Foundation
- Westpac Foundation
- Other Philanthropic Benefactors

These contributions provided support to a variety of client-based programs, and also enabling an improved position for the commencement of 2017 financial year.

In addition, FAN received ongoing funding from DHHS (Department of Health & Human Services) for our core homeless support services.

Financial Results 30th June 2016

The equity position improved 34% from last year. Our asset to liability cover of 1.5 : 1 whilst less than our target of 2:1, is more than sufficient to exceed our operational requirements and is a 15% improvement on last year's result. The financial risks associated with this balance sheet should be rated as low.

Surplus/Deficit

For the financial year ended June 30, 2016, FAN generated a surplus of \$3656.00 against a budgeted surplus of \$535. This is a very strong result for the year. The surplus and the provisions made in the two reserve funds are as a result of some very diligent and deliberate strategies in securing extra revenue and the professional management of the expenses.

Total revenue for the year was \$796,479. This was approximately 6.3% ahead of last year and 2.7% ahead of budget.

Total expenses for the year were \$735,980. This was 4.3% below the budget and 3.4% behind last year. A breakdown of these expense lines can be found in the annual report.

The financial results have been audited and a copy of the audit is included within this annual report.

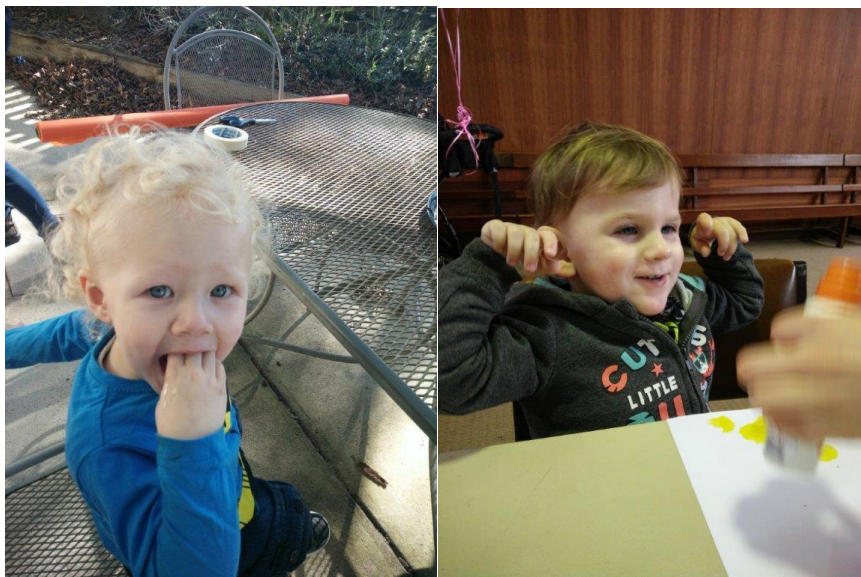
General Comments

The 2015-16 financial year has seen the culmination of two years' work to rebuild our financial foundation. The management and staff have executed the strategic plan with great success and this can be seen, in part by this year's financial result

Yours Sincerely



David Burlew
Treasurer



Children from the Young Mums Group

Board of Governance

Brett Phillip (Chair)

David Burlew (Treasurer)

Jose Abalo (Deputy Chair)

Caroline Symington (Secretary)

David MacKenzie

Kelly Rafferty

Rachel Porter (resigned)

Ronda Jacobs

Sue Carlile (CEO) – ex officio

Brett Philipp - Chair



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

Brett is a Licensed Estate Agent and Auctioneer, who has taken a giant leap of faith by opening his own office on Whitehorse Road, Surrey Hills with the internationally renowned franchise group Harcourts, ongoing since 2014. 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.

David Burlew – 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.

Jose Abalo - Deputy Chair



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

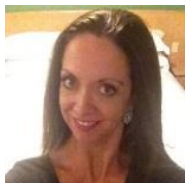
José then worked for the then Department of Community Services (CSV) in the redevelopment of Kew Cottages before graduating in 1987 from La Trobe University with a Bachelor of Social Work. He also holds a José holds a Master of Social Work degree and is currently a Doctoral student at Charles Sturt University, 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 fourteen years' experience in property and commercial law as well as in wills and probate. She holds a Bachelor of Arts with a major in Criminology and minor in Psychology, a Post Graduate Diploma in Business with a major in Property Law and Conveyancing and a Bachelor of Laws.

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

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 sort 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. Rachel resigned in July 2016, and we wish her well for the future.

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.

Alsorts Program – Celebrating 10 years

Background

Late 2005 Family Access Network was approached by the CEO of the ALSO Foundation about a proposal for FAN to support a response for same sex attracted transgender intersex (SSATI) young people, to be known as Alsorts. The rationale for developing the model was the consistent information received by ALSO of the challenges for SSATI young people accessing a mainstream youth homelessness response. FAN CEO joined the steering committee and a project model was developed, with FAN taking on the role of supporting the young people and ALSO managing at the time a purpose renovated property in Hawthorn. Sounds like a piece of cake and in terms of goodwill and cooperation it was, however a lot went into getting it as right as could be around aligning with the sector processes for property management and case managed support and for FAN to embed an all of organisation SSATI response resulted in an audit of all language, referral and other processes, visual images, and importantly a culture of inclusion. All staff, board, volunteers undertook a series of professional development provided by Daniel Whitthaus, which continued as an annual training across the organisation for the following 8 years.

For several years ALSO provided limited funding to support FAN's work, but ALSO wound up some years ago, however this did not diminish FAN's commitment having by then established a suite of services, and importantly securing some recurrent funds from DHHS and a statewide Housing Establishment Fund allocation specifically for SSATI young people, plus City of Whitehorse support for the Eastern Diversity Group (EDG).

Programs

Initially the response was the purpose renovated 6 bedroom property in Hawthorn, which was utilised for three young people, plus study facility and a self-contained unit for the lead tenant couple. The intent all along was to create a pathway into embedding the response within the Homelessness and Housing Specialist services, and with that FAN successfully advocated to both SalvoCare Eastern and Community Housing Ltd (CHL), to allocate specific properties for SSATI young people, which has been achieved. The transitional housing response – As part of the HSS specialist homelessness response, two properties are allocated to SSATI specific young people. With the capacity to tenant 5 young SSATI people at any given time. In addition outreach support is provided for referrals and young people who have exited the SSATI housing response. An important achievement was advocating for the referral pathway to be direct as well as via the Opening Doors as many SSATI experience barriers, and the referral can be made from across the state of Victoria.

SSATI HEF – SSATI HEF was established to compliment FAN's existing 'Alsorts' response. This funding is available to cover the cost of flexible accommodation for a young person who is in crisis and working towards securing suitable, sustainable and safe housing. The SSATI HEF is also available as a statewide response.

EDG - 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 three aims: to highlight issues relevant to the lives of SGD young people, to broker access to the broader SGD community, and to increase social connectedness. A further aim is to provide a safe space for young people to freely express their sexuality and gender identity.

Data

Since 2006, 457* periods of support have been provided to SSATI young people, which equates to approximately 50 young people each year receiving a tailored response, however the numbers for the reporting period are considerably above this average.

The following data reflects the services provided in 2015 – 2016:

- EDG – 38
- Private Rental Brokerage Program/PRBP/HEF – 7
- HSS – 46

Total – 91 SSATI young people supported

This data does not include the data for referrals or unassisted supports, which would be many times this figure

In the words of young people

ALSO from the beginning highlighted the need for a safe and inclusive response, which our work to date has reinforced and nothing more powerfully than in the words of the young people we support.

What do you like about group?

“Being able to socialise with LGBTI Youth”

“Just being able to interact with likeminded people”

“Beck is always ready to welcome youths at the program”

“Meeting people from diverse backgrounds, genders and sexuality”

“EDG is amazing”

“Being able to express who I am as an individual”

“Just getting to know different people and making new friends with people who I can relate to”

Partnerships & Collaboration

Alsorts commenced as collaboration with ALSO and we have built on that over the ten years in multiple ways within and external to the specialist homelessness and housing sector. Collaboration and partnerships, with organisations, networks and individuals include:

- Q-EAST/SEA Network: Q-EAST Alliance is made up of local government and local agencies in the East who are committed to enhancing the health and wellbeing of same sex attracted and gender diverse young people and their families, carers or guardians. Currently FAN is the convenor of the group.
- SalvoCare/CHL; THM property management for SSATI specific properties
- ALSO foundation: Alsorts establishment and acknowledged as founder in collaboration with FAN
- City of Whitehorse; EDG funding and facility, IDAHOBIT day (International Day Against Transphobia and Biphobia)
- City of Manningham; Access and Equity Steering Committee. The Manningham Access and Equity Advisory Committee provide advice on the development and implementation of the Manningham Access, Equity and Diversity Strategy and its annual Action Plan. The

Committee advises Council on local issues, service delivery and planning in relation to diversity, access and inclusion to promote improved access, equity and inclusion within Council and the wider community. FAN is represented on this group.

- Daniel Whitthaus – Beyond “That’s So Gay” and Pride and Prejudice, an active supporter of FAN’s SSATI response since inception
- Dr Lynne Hillier – Associate Professor Latrobe University and author of several research projects notably “Writing Themselves In” and “Writing Themselves in Again” – board member for 6 years, active supporter of Alsorts, EDG and included FAN in research
- Transgender Victoria – Sally Goldner – supporter of Alsorts and the SSATI Portfolio, recently presented all of organisation transgender training for FAN.
- Rainbow Network – FAN has been a member since 2006 which has been valuable for the sharing of and the receiving of information

Best Practice & Research

From the outset a Same Sex Attracted Transgender Intersex Portfolio was developed, which is still in existence. This involves representatives across client services and management, enabling the implementation, monitoring and evaluation of the model and also provided oversight to a best practice report, which was developed in 2008 and is required reading for all staff and board induction, as well as shared more broadly with the sector.

Because we believe it is important to share our learnings in the hope that SSATI young people will experience improved access, FAN staff have routinely spoken at forums, other organisations on the Alsorts program and how we embedded this in our organisation, we have also had articles published in Parity (the national journal of the Council to Homeless Persons), St Vincent De Paul magazine, local media, The Big Issue as well as several interviews on Joy FM, and more recently the ABC.

In addition to “Are We There Yet” which we are proudly launching at the 2016 AGM, FAN has also contributed to or been acknowledged in the following:

Family Access Network (FAN) Best Practice report on the ‘alsorts’ Same Sex Attracted Transgender Intersex (SSATI) project – September 2007

Diversity@Work Awards (2009) National runner up – certificates received and displayed in reception. FAN was nominated again in 2011

“Beyond Homophobia” – A policy blueprint in meeting the needs of same sex attracted and gender questioning young people in Victoria - 2010

“Well Proud” – A guide for inclusive practice for health/human services prepared by Ministerial Advisory Committee on Gay, Lesbian, Bisexual, Transgender and Intersex Health and Wellbeing, features the FAN SSATI response.

In 2015 FAN contributed to a national research project on private rental brokerage programs and another on couch surfing – neither research has yet been released.

Rainbow Tick

In 2014, as part of **Quality Innovation Performance** (QIP) accreditation, FAN successfully undertook The **Rainbow Tick** Standards. These standards are applicable to any organisation, regardless of industry, and supports organisations to develop and implement inclusive practices for the SSATI community. The Rainbow Tick supports organisations to understand and implement SSATI inclusive service delivery and reassures SSATI consumers and staff that **Rainbow Tick** organisations are aware of, and responsive to their needs.

FAN approached this as an all of organisation response; however it was coordinated via the SSATI Portfolio, which has a representation across client services and management. Although not required to undertake the Rainbow Tick Standards by funding bodies, FAN believes it was important to demonstrate our commitment to good practice in this area by self-nominating. FAN's CEO was also on the steering committee for the development of the Rainbow Tick Standards and Evidence Guide.

Where to from here?

As a learning organisation we continue to reflect on trends and emerging needs and in the past few years this has resulted in increasing numbers of trans young people presenting to FAN. As a result we are building on our knowledge and skills to be responsive and have recently undertaken all of organisation training to this effect. We believe it is important to maintain the all of organisation approach, embedding the knowledge across staff, board and volunteers via induction and ongoing reporting. The value of the SSATI portfolio as a tool of reflection, monitoring and evaluation cannot be overstated in ensuring the continuation of FAN's holistic SSATI responsiveness. We watch the sector coming to grips with their own awareness and we will continue to support that where requested or at times, where advocacy is required. We approach the coming year with the Rainbow Tick Accreditation in November 2017, feeling proud of where we are and hopeful of where to from here.



Our Eastern Diversity Group

Strategic Plan 2017-2020

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 35 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;
 - and
 - Same Sex Attracted Transgender Intersex (SSATI) young people Program
 - Housing Establishment Fund Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Children’s Program – Early Years;
- Equity Support Program

Mission Statement

Family Access Network will provide support to young people 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 to 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, same sex attracted transgender intersex young people FAN provides services that offer individual support according to their identified needs;

Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, same sex attracted transgender intersex young people, who are experiencing homelessness to achieve independence and empowerment;

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

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

Core Values

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

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

State and Federal Policy Context

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

- National Partnership Agreement on Homelessness (NPAH)
- Homelessness and Housing Sector Reform Vulnerable Children Framework and Child Safe Standards implementation
- Allied Sector Reform & Welfare Review
- National Disability Insurance Scheme
- Alcohol & Other Drugs Recommissioning
- Mental Health Community Support Services Recommissioning
- Royal Commission into Family Violence
- Royal Commission into Institutional Responses to Child Abuse

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.

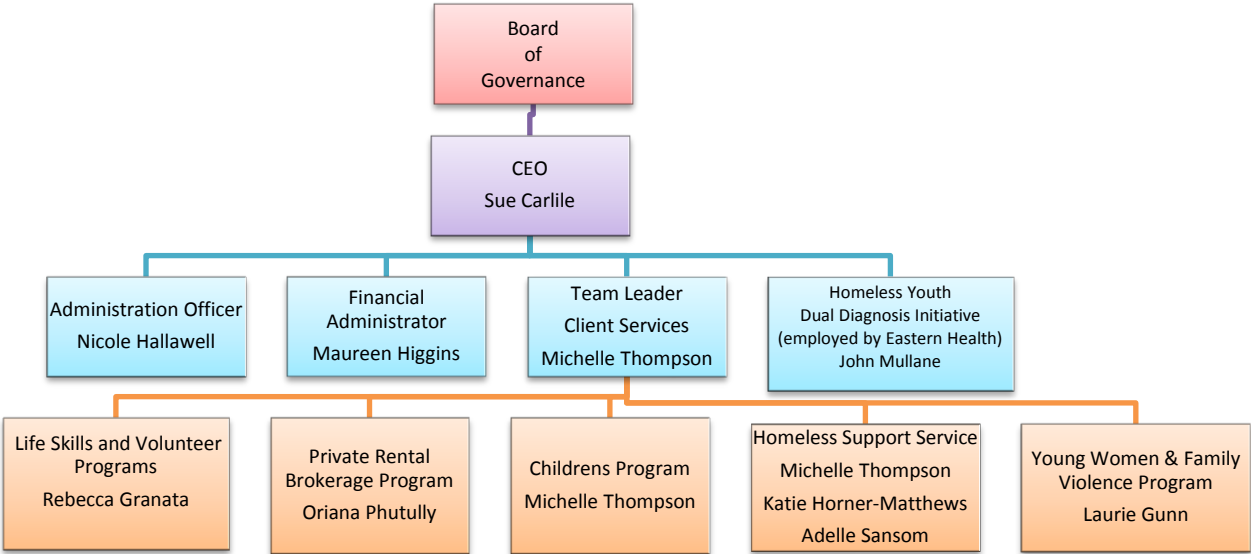
- Goal 1:** Ensure that all current organisational partnerships are appropriately assessed for their value and/or contribution to FAN's mission, vision and strategic goals.
- Goal 2:** Undertake risk management assessment for partnership development ensuring all future partnerships are appropriately 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.

FAN Organisational Chart



Beck with children from young Mums Group

FAN Staff Team



Sue Carlile
CEO



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

Program Reports

Client Services

FAN's client services team provides support to young people and young families between 15 and 25 years, and accompanying children who are homeless or at risk of homelessness. Homeless Support Service (HSS) is the core program and the other programs provide a wraparound service to support clients further, depending on their needs.

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

- Homeless Support Service (HSS)
- Private Rental Brokerage Program (PRBP)
- Life Skills including Young Mums Group and Eastern Diversity Group
- Volunteer Program
- Children's Program
- Homeless Youth Dual Diagnosis Initiative (HYDDI)

It has been another busy year for the client services team. We saw a total of 489 clients during the 2015-2016 period, and of that number 171 were accompanying children. Some clients accessed multiple programs which meant they were able to be supported more intensely.

Homeless Support Services

HSS is a specialist suite of programs funded by the Department of Health and Human Services (DHHS) targeted toward young people aged between 15 and 25 years, who are experiencing, or at risk of homelessness. A total of 124 clients were supported over the 2015-2016 reporting period. This total was made up of 92 young people and 32 accompanying children. Our diverse client group consists of single young people, same sex attracted / transgender / intersex young people (SSATI), young pregnant and parenting women, young families and accompanying children.

Figure 1.

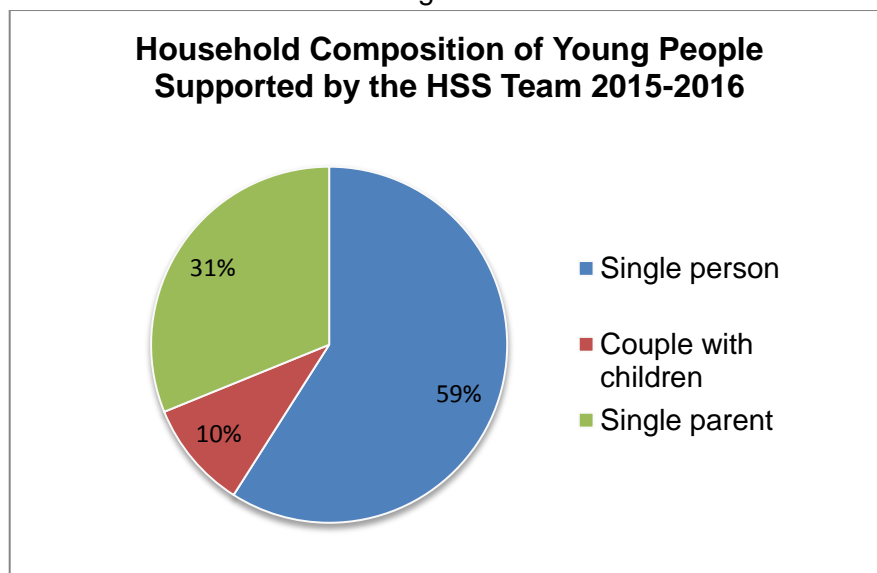


Figure 1 breaks down the household composition of the total number of young people supported by the HSS team during the 2015-2016 reporting period. The total number of single persons supported has increased by 24% since last reporting period (from 35% to 59%). Whilst supported couples with accompanying children have more than halved when compared to the 2014-2015 reporting period,

decreasing by 26%. It is seen that these figures are the product of a reduction in Office of Housing (OoH) offers throughout the 2015-2016 reporting period.

Figure 2.

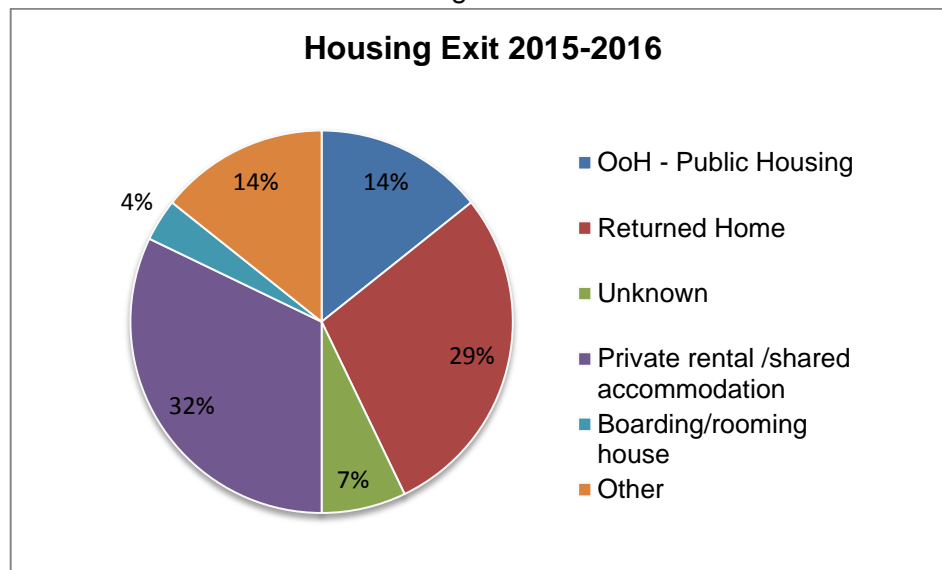
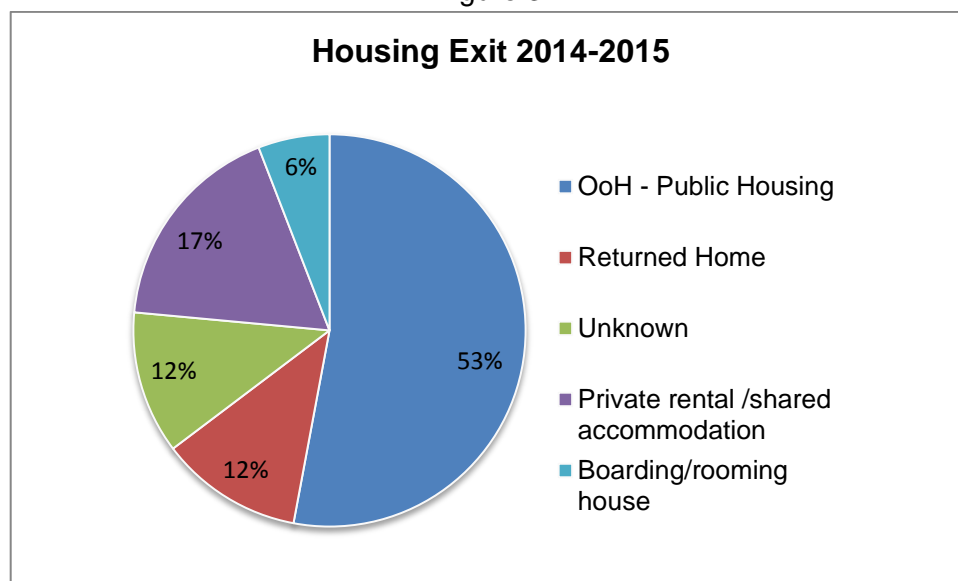


Figure 3.



Figures 2 and 3 identify housing exits of young people accommodated in Transitional Housing Properties, for both the 2015-2016 and 2014-2015 reporting periods. In the 2015-2016, private rental/shared accommodation exits account for the highest percentile (32%) of total exits, followed closely by reunification and returning home to family (29%). As you will be able to identify from the charts, OoH exists have decreased drastically when comparing the two financial years, from 53% in 2014-2015 to just 16% in 2015-2016. It is also notable that the total client exits from Transitional properties during the 2015-2016 reporting period has increased by 39%, when compared the previous reporting period.

Figure 4.

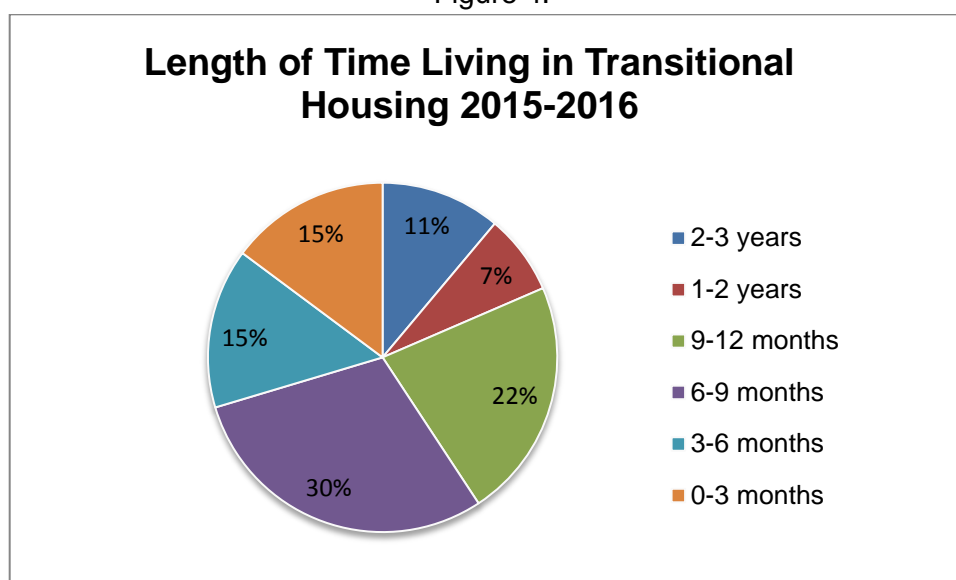


Figure 4 identifies the length of tenancy or period of time a family or individual has spent residing in Transitional Housing, before exiting into long-term accommodation. As the chart indicates 82% of clients, who exited in the 2015-2016 period, resided in their THM property for 12 months or less. This figure is significantly different when compared to data collated during the last reporting period (2014-2015), sitting at 52%. This drop in tenancy time is a reflection of an increase in single tenancies when compared to family tenancies, with housing exits including returning home to family, private rental/shared accommodation and boarding/rooming houses, as opposed to OoH, which has a significant waiting list.

Achievements and Outcomes

The HSS team has continued to reflect on and analyse practice, achievements and outcomes, and the ever evolving and uncertain system that we operate in. It has been identified that the team have participated in a significant degree of advocacy, namely to the court and legal mechanisms. Due to recent changes to Legal Aid funding for Family Court matters, Support Workers have assisted young people in successfully applying for highly coveted funding opportunities.

Sadly, this reporting period has seen a 27% of young people disclose experiences of family violence, perpetrated by their partner, during their support period. Support Workers have supported a number of young people through legal processes, including applications for Intervention Orders. Support has also been provided to young people disclosing sexual assault in the way of court support and referrals to specialist services, including Eastern Centre Against Sexual Assault (ECASA), Eastern Domestic Violence Outreach Service (EDVOS) and Victoria Police, Sexual Offences and Child Abuse Investigation Team (SOCIT unit).

The 2015-2016 reporting period has also seen a rise in courts relying on FAN to provide reports and support letters. The information provided to courts has been for the purposes of equitable sentencing for significant criminal activity. The HSS team have also focused on assisting young people to apply for special consideration for outstanding infringements, enforcement orders and warrants. Outcomes from these applications has meant that young people have been provided with the opportunity to dispute infringements at the Infringement Court, having infringements waived or place on a manageable payment plan, avoiding the addition of penalties and legal fees.

The HSS team have continued to work from a Strength Based approach, assisting young people to identify and work toward varied goals around accessing long-term housing, reengaging with

education, sourcing employment, budgeting, addressing debts and managing physical and mental health. Support planning has provided opportunities for referrals to a range of different services, including:

- Counselling responses, for example financial counselling (via Family Mediation and Counselling), sexual assault counselling (via ECASA), generalist counselling (via Eastern Access Community Health and Family Reconciliation Mediation Program)
- Dental care (via Carrington Health and MonashLink)
- Sexual health (via Headspace, Knox)
- Mental health support (via Neami, FAN's HYDDI program, Eastern Health triage)
- Drug and alcohol support (via EACH)
- Private rental and shared accommodation support (via FAN's PRBP)
- Social support (via FAN's EDG and YMG)

Strengthening education, employment and volunteering vocations for young people has remained a priority for the HSS team. A total of x19 young people chose to study, whereas x9 young people chose to work. A total of x6 young people undertook study and work simultaneously, and x2 young people participated in volunteering (at a thrift shop and with an animal training program). Creating Connections Employment Education Program (CEEP) applications has continued to be a valuable resource in breaking down barriers for young people to study and work; providing the financial means to pay for items such as appropriate attire for interviews and employment, course fees and Myki passes.

The HSS team have continued to work collaboratively with DHHS. Child Protective services have continued to liaise with Support Workers to achieve positive outcomes for children and their families. Whilst OoH offers have decreased for the financial year, as identified in Figure 2, one particular exit outcome was a first for FAN - entry into the 'A Place To Call Home' (APTCH) program. APTCH is run in partnership between OoH and community homelessness agencies, allowing tenants placed in APTCH specific THM properties the capacity to have their property transitioned from a THM (medium-term) lease to a public housing (long-term) lease. The APTCH program has extremely specific eligibility criteria and due to FAN not being an APTCH funded organisation, entry into the program relied on strong advocacy skills. The family whom accessed the APTCH program had very unique circumstances, and significant trauma which supported their application. The family are now able to feel stable and remain connected with their local community.

Alsorts - Same Sex Attracted Transgender Intersex Program (SSATI)

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 due to the wind up of ALSO, FAN has continued offering a holistic response to young people who identify as Same Sex Attracted Transgender Intersex (SSATI)

Between 2015-2016 the Client Services team supported to a total of 66 young people identifying as Same Sex Attracted, Transgender or Intersex (SSATI), through FAN's ALSORTS Program. This is a 40% increase when compared to the 2014-2015 reporting period. In addition to these figures, there were a total of 25 SSATI young people referred to FAN's SSATI Transitional Housing Program. Due to resources, FAN were unable to accommodate these referrals, the team providing details of resources to assist external agencies to support these young people.

Young Families in Crisis

The Young Families in Crisis (YFIC) Project is a crisis response targeting young people aged 16-25 years who are pregnant and/or have accompanying children. The project commenced in 2010 as a pilot project, and involves representatives from Eastern Homelessness Services, related sectors, and the Department of Health and Human Services. YFIC offers young people a case managed crisis response delivered through five properties, supported by four separate agencies including FAN, Connections UnitingCare, Wesley and Anchor. FAN has continued to work collaboratively with partner services during the reporting period, reviewing the service model to embed Child Safe Standards and ensuring the smooth establishment of feedback processes.

Jasper Program

The Jasper Program is a partnership between FAN and SalvoCare Eastern. The program was established in 2013 and comprises of two lead tenanted properties - the Sapphire property and Amber property. The program has capacity to accommodate a total of six young people at any given time, and is targeted toward young people who are post residential care and/or experiencing homeless or at-risk of homelessness. The program provides a case managed response to young people who are actively engaged or working towards education, employment and training pathways, and integrates life and living skill development. The Lead Tenant has an active role in modelling life and living skills, providing young people with a learning experience to gain self-reliance and independence. This program continues to be a successful stepping stone for young people to gain access to the private rental market.

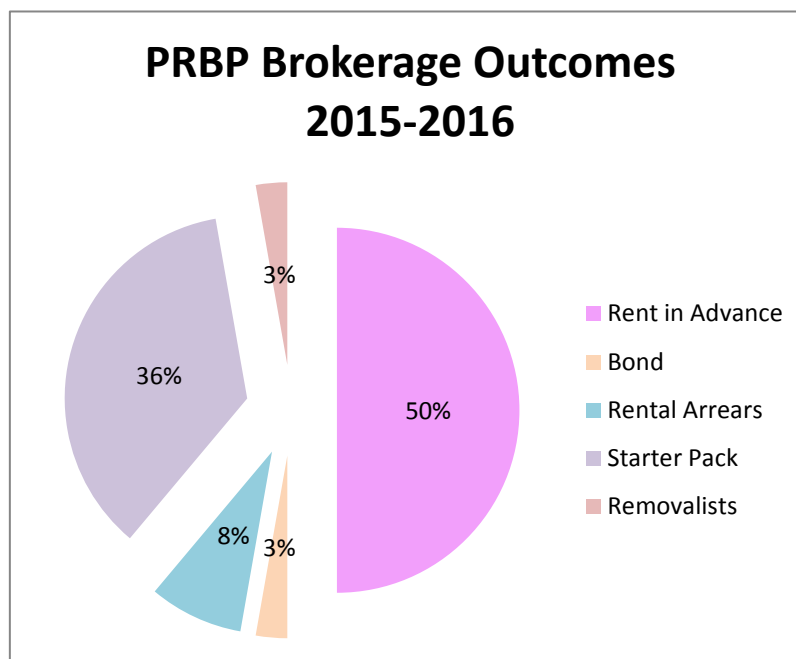
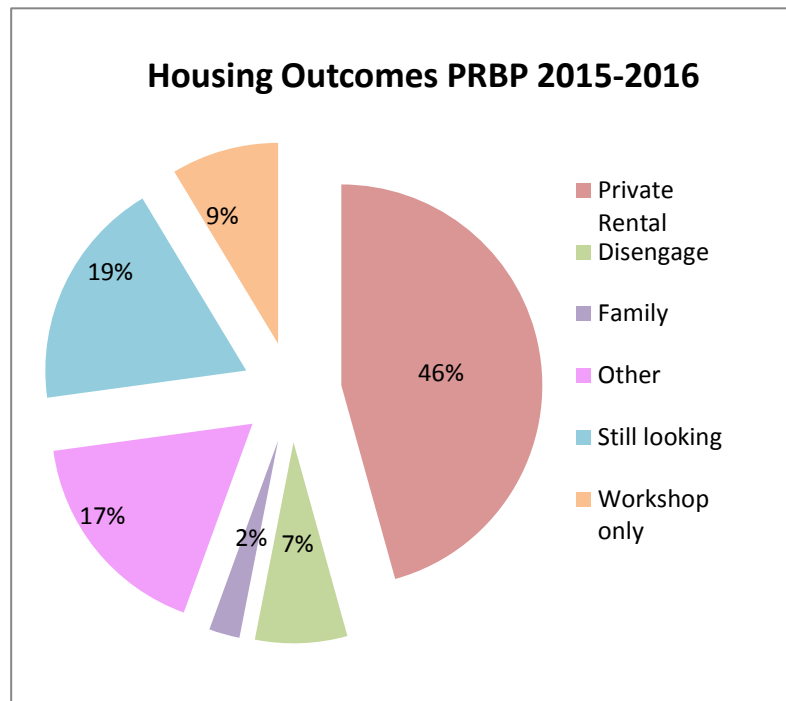
Creating Connections Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program (PRBP) at FAN has once again had another extremely successful year, with many young people securing private rental housing and ending their current experience of homelessness. For the reporting year from July 2015 to June 2016 the PRBP has supported a total of **79** young people and children.

The PRBP also continues its enhanced response to the homelessness sector through running **3** 'Gaining the Private Rental Edge' workshops with a total of **57** workers from the homelessness and allied service sectors attending. The workshops have been very successful with the PRBP running the workshops with various agencies also attending to present including: The Eastern Community Legal Centre, Consumer Affairs Victoria and The Tenants Union of Victoria.

The PRBP, in partnership with Anchor, has also run the 'Home of My Own' workshop once during the reporting period, with **7** young people attending. The PRBP in partnership with PRBP at Anchor, PRBP at The Salvation Army Crisis Service (St Kilda) and Launch Housing Youth Foyer (Glen Waverley) are conjointly running a series of private rental workshops from August 2016 for young people who are currently living at youth foyer.

The PRBP has also maintained a strong presence in network and partnership meetings, in particular being an active participant in the *Private Rental Access Workers Network* (PRAWN), which is a state-wide network for private rental workers. This year the PRAWN Network is organising a state-wide private rental forum called 'Private Rental Ready - State-Wide Housing Workers Forum' in which FAN is heavily involved in the organising and delivery of the forum. Alongside the PRAWN Network, the PRBP worker at FAN also coordinates the *Eastern Metropolitan Private Rental Access Workers Network* (EMPRA) which meets quarterly and is currently working on running an initiative aimed at real estate agents in the local area.



Orcadia Program

The Orcadia Program was developed from Caroline and Derick 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. Over the reporting period we supported 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. Through hard work, dedication and the support of FAN the young family successfully accessed housing in the private rental market and ended their experience of homelessness.

Life Skills Program

The Life Skills program was developed for young people aged 15-25 years and their accompanying children to offer flexible workshops/programs that enhance life skills development and nurture areas of self-esteem, connectedness, self-growth and development. This program has been in operation for 19 years, we target young people who are socially isolated in particular parenting young women and men as well as sexually and or/gender diverse young people. Our aim is to create programs that 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). The consideration of current trends, needs and confronting issues forms the basis of programs developed within the Life Skills Program.

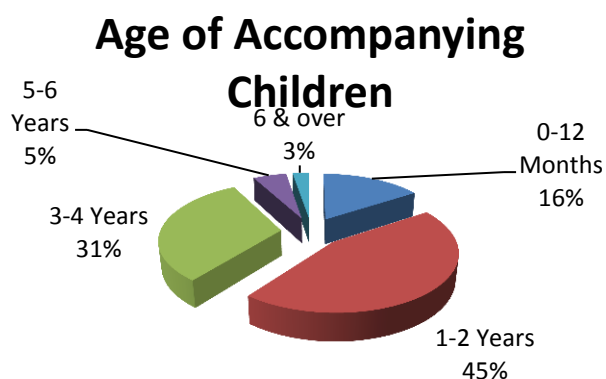
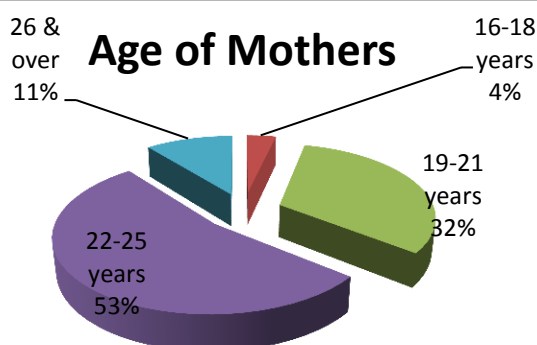
During June 2015 to July 2016 a total of 132 young people participated in the Life Skills Program along with 89 accompanying children bringing the overall total to 221 people attended across the scope of programs.

Program	Young People	Children
EDG	29	1
YMG	28	38
Child Development Workshop	10	12
Healthy Relationships Workshops	22	10
Music Therapy	10	12
Pamper Day	6	3
Sporteka	10	7
iVCAL	5	5
IDAHOT Day	12	1
Total	132	89
Total combined	221	

Young Mums Group

The Young Mums Group (YMG) commenced at FAN in 1997. Some 19 years later we are still providing a special space where young women can share their parenting knowledge and have open raw discussions without fear of judgement or discrimination. We continue to reduce social isolation and create lasting peer connections. YMG is for young women aged 15-25 who are parenting or pregnant and their accompanying child/ren.

During the 2015-2016 reporting period a total of 28 mothers accessed the program along with 38 accompanying children. Mother's ages range from 18-27 with the highest percentage being between 22 to 25 years of age (consistent with the previous year). 28% of young women have more than one child. 15 Referrals were received during this period with 66% being from agencies.



Children's ages vary as follows; 16% aged 0-12 months; 45% aged 1 to 2 years; 31% aged 3 to 4 years and 5% at 5-6 years with 3% over 6.

A letter written by Natalie Robson - a participant in FAN's Young Mums Group;

What mum's group means to us and our children. Especially my son and myself. Each week we count down the sleeps until Tuesday. Tuesday is a lot of our mums and children's favourite day of the week! Because it's a day that we can all get together have lunch, do fun activities together and it's an opportunity for the little ones to have fun with their little friends and their mummy's too.

Mum's group has helped us all in so many different ways. From making new friends with other mum's our ages having a support network in hard times and being a safe place for us to land.

Beck (community development worker) has helped ALL of us mum's and our children' in so many ways. I think I speak for each and every mum and child when I say how amazing beck is to us all. We have learnt so much throughout the years of coming to group. Weather its parenting tips, a load of arts and crafts and even Yoga and Mandala paintings! Each and every week is something to look forward to... This group means so much to me and the other mums. Words cannot describe how much we love it! TUESDAY IS MY favourite Day of the week every week. Without mums group a lot of us would not be able to afford things like swimming lessons,

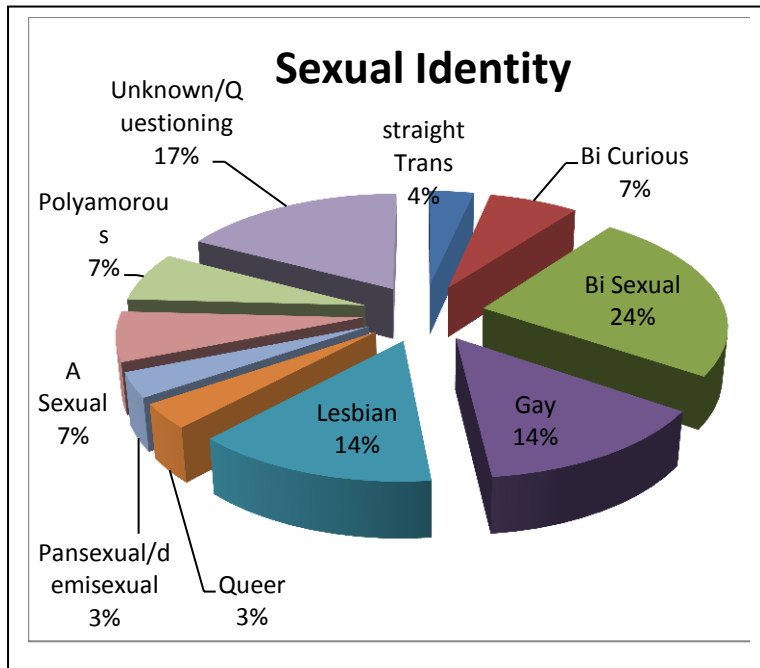
Written by Natalie Robson. Mother of two; Paulie (7) and Peter (4).

Member of FAN for 4 years and counting.

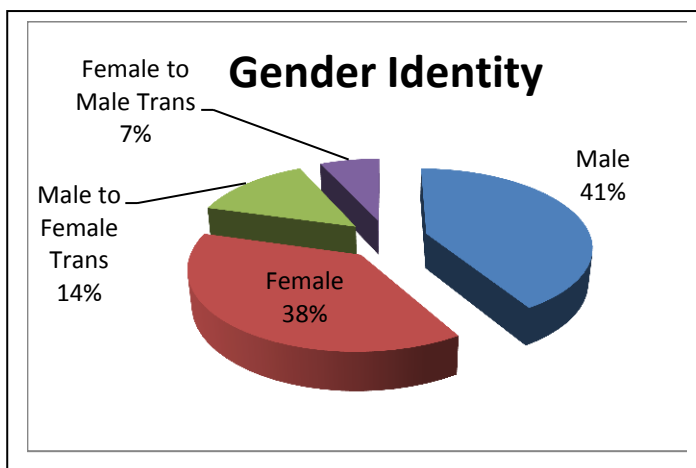


Eastern Diversity Group

Established in 2009, the Eastern Diversity Group (EDG) is a social support group for young people who are sexually and/or gender diverse. The program was developed as an extension of the 'A/sorts' response with its core aim to provide a safe space for young people to freely express their sexuality and gender identity. As with all FAN's A/sorts responses EDG is a state wide program. 62% of members reside in the Eastern Region, while 14% reside in the South, 10% of each are from North and West while 4% come from Regional Victoria. A total of 29 young people participated, a Gender and Sexuality breakdown as follows;



Sexual Identity Breakdown: 14% GAY; 14% Lesbian; 3% Pansexual; 7% A Sexual; 7% Bi Curious; 4% Straight Trans; 17% unsure; 24% Bisexual; polyamorous 7%



Gender identity breakdown: 41% Male; 38% Female; 14% Male to Female Transgender; 7% Female to Male Transgender.

Age Range	Male	Female
13-15 years		
16-18 years	2	2
19-21 years	4	7
22-25 years	5	5
26 & Over	3	1

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. A special Thank You is also extended to Dimi Hoppe, for dedicating your time and sharing your wisdom with the members of EDG through your incredible Volunteering at FAN.

Volunteer Program

“Volunteers do not necessarily have the time; they just have the heart.”
(unknown)

FANS Volunteers continue to substantially contribute to the lives of FAN clients and are highly valued for their ongoing support and dedication.

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 the following Volunteers for their selfless contributions during 2015-2016, thank you for investing so much of your time and effort into making what we do possible;

Dimi Hoope: Program Support (EDG)

Stephanie Parker: Lead Tenant (Jasper Program)

Michael Dodd: Lead Tenant (Jasper Program)

Jack Ebacioni: Program Support and Mentor

Justin Arakal: Mentor

Inuka Ranasinghe: Child Play Supervisor

Allan Rogerson: All round Volunteer and Santa

Written by Rebecca Granata; Community Development Worker

Children's Program

FAN was funded in 2014 by the Lord Mayors Charitable Foundation for two years to run a Children's Program. This funding ceased in July 2016. The funding strengthened our capacity to deliver a quality service to children. The program helped mitigate the negative effects of the young families homelessness and financial situations. The program developed and delivered 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 also allowed staff to be upskilled in the area of child development engagement strategies. Internal and external professional development was undertaken to make sure the team were up to date with current practices.

Unfortunately future funding has not been secured as yet but we are endeavouring to keep seeking grant support as young children are a growing number at FAN.

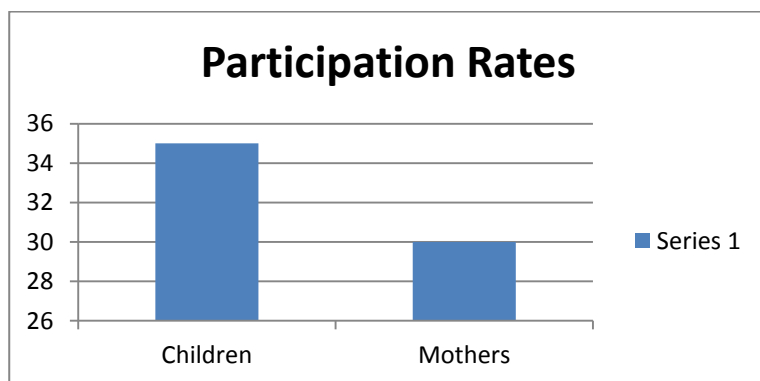
Young families were assisted and supported with various items such as:

- Referrals to counselling
- Assistance with getting to medical and allied health appointments
- Financial assistance with GAP fees for these appointments
- Material Aid
- Links to playgroups and kindergarten
- Educational sessions on children's developmental milestones
- Therapeutic work such as music and art therapy

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

We piloted this project from July 2015 until July 2016 and have had great success with the group. We are pleased that the City of Whitehorse is going to fund a further 12 months for this project. Our life skills worker cannot dedicate her time to a case management role so the extra support has shown great benefit to the young mums who need it.

The Children's support worker supported 30 young mums and 35 accompanying children during July 2015 to July 2016 period.



Young Women and Family Violence Project

The objective of this project was to develop resources to educate homeless and "at risk" young people on healthy relationships.

The project was funded by the Lord Mayors Charitable Foundation for a 12 month period 2014 to 2015. We were then able to secure further funding from Westpac Bank which meant parts of the project could continue until June 2016. Unfortunately we have not secured further funding as yet.

The project worker facilitated the development and delivery of evidence based education sessions for individuals and groups of young women at risk of intimate partner violence. Further, the project worker initiated strategies which sought to ensure the safety of young women at imminent threat from intimate partner violence.

The projects objectives:

1. To develop resources to educate homeless and 'at risk' young women about what is a healthy relationship and what is not.
2. To support the operation of a forum of partner agencies aimed at addressing issues related to intimate partner violence.
3. To document and evaluate the project's activities, success and failures, disseminate learnings and advocate for appropriate policy responses.

A series of group sessions/educative forums for young women experiencing intimate partner violence were conducted Tuesday afternoons during the Young Mums Group time. The sessions initially adopted an informal approach to introducing ideas around healthy relationships. The project worker attended the groups regularly introducing ideas of healthy relationships and invited participants to share experiences and talk openly about challenges they were facing within their relationships. The support worker later moved on to a more educative role where consecutive workshops were presented to the group on intimate partner violence. Using the resources adopted from "Love Control." "Love Control" is a resource produced by the Northern integrated family violence service team at Women's Health in the North.

Staff also undertook training on working with children 0-5 years that had experienced family violence. The Safe from the Start training is being used in the young mums group but also can be tailored to work with individuals in the transitional properties.

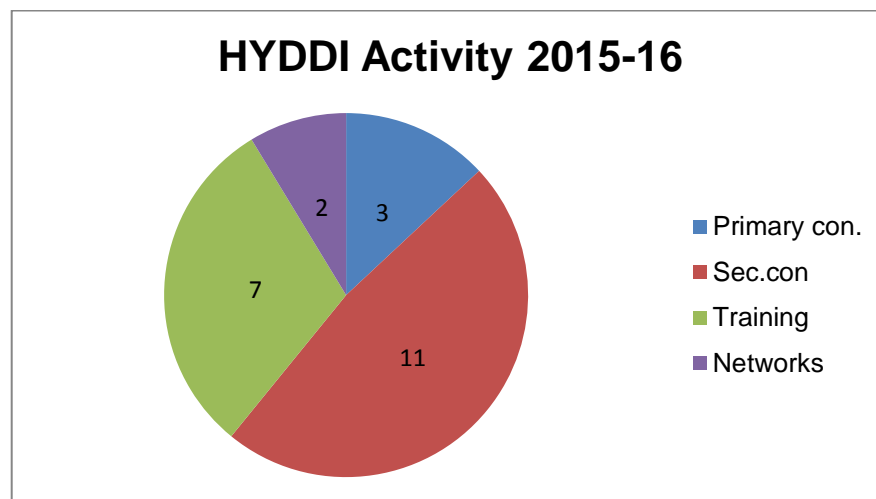
An educative workshop for young people attending FAN's Eastern Diversity Group was also run. Eastern Diversity Group is a social and supportive group for young people who are same sex attracted, transgender and intersex, queer, questioning, curious or just not sure. It was recognised that several issues had arisen within the group on understanding what constitutes a healthy relationship. The project worker developed resources to educate the group and facilitated an educative workshop on healthy relationships and intimate partner violence.

The project also supported the operation of a forum of partner agencies aimed at addressing issues related to intimate partner violence. The Family Violence Project Worker, met with several key partner agencies bi-monthly to organise the forum which was held on November 25th 2015.

Homeless Youth Dual Diagnosis Initiative

A partnership between FAN and Eastern Health, HYDDI is 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.

It has been an interesting twelve months for the HYDDI in the Eastern Metropolitan Region as it has faced many challenges due to many variables including the changing workforce and changes within many homelessness services. Despite this however, HYDDI has continued to make a valuable contribution to building the capacity of youth homelessness services to respond to young people struggling with co-presenting mental health and alcohol and other drug issues.



The data appears to suggest the ongoing success of the Initiative. Number for direct support are again low, but consistent with other years, while the number of referrals for secondary consultations, although lower than last year, still appears to be the most utilised part of the initiative.

As well, training also continues to be a major component to building the capacity of the sector with seven 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.

One of the major networks has been BUDDYS, an alliance of workers with an interest in youth dual diagnosis. One of the highlights for the alliance was the 'Future Youth Interventions' forum held in November 2015. The day comprised of guest speakers presenting on a range of topics related to best practice in working with young people. We were fortunate to have The Minister for Health, Martin Foley, attend the forum and launch our long anticipated practice guide. Training to support the resource manual is being held in three locations, one of which will service the EMR in September 2016. It is anticipated that the training will raise awareness of the impact of dual diagnosis and will provide participants with practical skills to assist them in their work.

Finally, after an absence of twelve months a very successful Reference Group meeting was held recently. The purpose of the meeting was to set the agenda for the next twelve months when funding is again up for review. We had representatives from many of the key stakeholders. I presented a brief review on the history of HYDDI and some of its challenges to date. The stakeholders agreed that the young people presenting to their services today are more complex due to the types of substances they are taking and their lack of basic living and social skills, and unfortunately the current service system was not meeting the needs of the young people presenting to these services. Other changes in recent times have been the influx of new workers into their services, and, on a broader scale, it was noted the impact of the amalgamations that are due to happen in the next few months. The landscape is definitely changing.

The outcome for HYDDI is that the next twelve months will see a focus on training, the provision of an outreach secondary consultation service, a limited number of services undertaking a dual diagnosis audit, and the re-convening of the Reference Group.

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. Also financially assisting with Childcare costs in respite circumstances. As well as being able to assist young mums with clothing and toys for babies and young children. Once again we were able to have a Christmas party for our clients, and provide suitable gifts for them and all the young children.

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 350 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:

- Box Hill Lions Club and members: towards education expenses.
- Canterbury Council of Churches: donation from "Carols in Canterbury Gardens": towards education and material aid.
- Kogo Distribution – Soft Toys
- St. Dominic's East Camberwell Parish - Justice and Peace Group: towards a therapy workshop to help build on self-esteem, confidence and resilience for our clients.
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for over 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 Allanah 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: financial donations, clothing and toys.

If you are able to donate towards our Equity Support program please 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 Oriana and Adelle
- Staff Wellbeing: Chaired by Adelle; members Adelle, Michelle 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 the Young Mums Group

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 was the Youth Development Worker at the former Box Hill City Council (a predecessor of the City of Whitehorse) in the 1970's and 80's; and the founder of FAN. He was instrumental in the development of many youth projects and was one of the earliest instigators of leadership programs for young people. FAN as we know it officially commenced in April 1981, however, the foundation work by Stephen McLoughlin preceded that by several years.

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

Stephen B McLoughlin
Encouragement Award winners for
2016 are:
Tori Binns & Justin Bonney

Previous winners:
2010: Rebecca Carr & Xavier Evertiz
2011: Nick Flannery & Maria Ho
2012: Natalie Sewell
2013: Gabrielle Hollowood
2014: Tegan Averay
2015: Ashleigh Lanko



Activities from the Young Mums Group

Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award
winners for 2016 are:
Natalie Robson & Ryan Kennedy

Previous Winners:

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

Leo Clarebrough Volunteer Recognition Award

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

Olive Clark Staff Encouragement Award

Olive Clark, Honorary Life Member has been providing financial support to FAN for more than 30 years. Olive for many years personally wrote a letter of encouragement to us for our work with each cheque, this always touched us and the warmth and generosity of her support for so long a testament to her character. In her memory we announce at the 2016 AGM we announce the Olive Clark Staff Encouragement Award, which will be presented to a staff member at the 2017 AGM.

Financial Report

Family Access Network Inc

ABN 68 473 447 026

Income and Expenditure Statement For the year ended 30 June 2016

	2016 \$	2015 \$
Income		
Government Funding		
- Dept Health & Human Services	385,633	371,235
- Dept of Health & Human Services - HEF	19,592	19,208
- Dept of H & HS - Brokerage	169,105	161,858
- Dept of H & HS - Eastern Health/HYDDI	17,916	18,500
	<u>592,246</u>	<u>570,801</u>
Other Funding Received		
- City of Whitehorse	41,350	43,547
- Lord Mayors Charitable Foundation	53,500	55,000
- Other Program Grants - RACV/Westpac/Telstra/Harcourts	28,000	30,300
- Service Clubs: - Lions Box Hill/Rotaract	500	3,500
	<u>123,350</u>	<u>132,347</u>
General		
- CEEP & Other Brokerage	9,936	11,592
- Property Rental	14,895	15,916
- Other Income	22,470	4,435
- Donations Received	27,078	9,795
	<u>74,379</u>	<u>41,738</u>
Interest received	<u>3,743</u>	<u>4,085</u>
Surplus on sale of property, plant, equip	<u>2,762</u>	
Total income	<u>796,479</u>	<u>748,972</u>

Family Access Network Inc

ABN 68 473 447 026

Income and Expenditure Statement For the year ended 30 June 2016

Expenses	2016 \$	2015 \$
Audit fees	1,760	1,777
Client Services		
- Life Skills Programs	7,433	15,859
- Other Programs/CEEP	26,671	23,462
- Brokerage	51,983	53,835
	<hr/>	<hr/>
	86,087	93,156
Depreciation	8,342	5,765
Housing Emergency Fund (HEF)	11,467	11,989
Office Operating	50,987	28,711
Office Utilities	15,558	15,499
Property Expenses		24,710
Rent	16,508	16,313
Staff recruitment	129	
Staff Oncosts	(6,133)	11,044
Superannuation	45,557	46,323
Volunteer Expenses	696	449
Wages	504,954	501,974
Workcover	8,410	9,780
	<hr/>	<hr/>
Total expenses	744,323	767,491
	<hr/>	<hr/>
Surplus from ordinary activities	52,157	(18,520)
Program Development Reserve	(24,500)	
Program Funding Reserve	(24,000)	
Net surplus attributable to the association	3,657	(18,520)
	<hr/>	<hr/>
Total changes in equity of the association	3,657	(18,520)
	<hr/>	<hr/>
Opening retained surplus	71,139	89,658
Net surplus attributable to the association	3,657	(18,520)
Closing retained surplus	74,795	71,139

Family Access Network Inc
ABN 68 473 447 026
Statement of Financial Position
As at 30 June 2016

Assets	2016	2015
	\$	\$
Current Assets		
Cash assets	150,159	78,759
Receivables	3,005	4,617
Other	143,547	138,797
Total Current Assets	296,711	222,172
Non-Current Assets		
Property, plant and equipment	123,686	101,524
Total Non-Current Assets	123,686	101,524
Total Assets	420,397	323,696
Liabilities		
Current Liabilities		
Payables	43,186	29,015
Financial Liabilities	5,483	
Current tax liabilities	11,314	10,532
Provisions	79,611	89,663
Other	62,463	39,700
Total Current Liabilities	202,057	168,910
Non-Current Liabilities		
Financial Liabilities	11,397	
Total Non-Current Liabilities	11,397	
Total Liabilities	213,454	168,910
Net Assets	206,943	154,787
Reserves		
Reserves	132,148	83,648
Retained surplus	74,795	71,139
Total Reserves	206,943	154,787

Family Access Network Inc

ABN 68 473 447 026

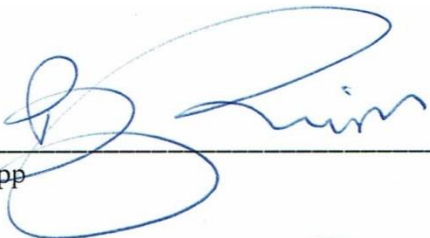
**Statement by Members of the Board of
Governance For the year ended 30 June 2016**

The Board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board 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 2016 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 and is signed for and on behalf of the Board by the Chairperson and Treasurer respectively.



Brett Philipp



David Burlew

The Accounts have been audited by ASSUR PTY. LTD. which was an unqualified Audit opinion. A full copy of our Audited Accounts can be obtained from 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]
- City of Whitehorse (Children's Program)
- The Lord Mayor's Charitable Foundation [Children's Program and Young Women and Family Violence Project]

Anglican Parish of Box Hill	Allan Rogerson
Austbrokers Countrywide (Staff)	Alan Nield
Canterbury Council of Churches	Brett Philipp and Band (5 Shades of Grey)
City of Whitehorse	Carmel, Georgia and Christina Theodoris
Department of Health and Human Services	Caroline Symington
Eastlink Flowers	Colin Bellis
Federal DHHS (Centrelink)	David Burlew and Band (Max Zero)
Gandel Philanthropy	Debby Blakey
Harcourts Foundation	Grace West-Thompson
Kevcom	Genevieve Allan
Kogo Distribution	Jasmine Nilon
Lions Club of Box Hill	Jen Briscoe
Melbourne Women's Fund	Kelly Rafferty
Mitcham Family Centre (City of Whitehorse)	Luke Kowald
Orcadia foundation - Caroline and Derek Young	Margaret Ogilvie
PostNet Hawthorn	Natalie Falzon
RACV Foundation	Paul Linossier
Ringwood Magistrates Court	Richard Drennan in Memory of Leo Clareborough
Salvocare Eastern	Ronda Jacobs
St Dominic's Parish, East Camberwell	Rose West-Thompson
St Kilda Mums	
St Peter's Mothers Union, Box Hill	
Telstra Kids Fund	
The Allanah and Madeline Foundation	
The Jack Brockoff Foundation Ltd	
The Lord Mayor's Charitable Foundation	
The Whitelion Foundation	
Westpac Foundation	
Youth ConneXions—Whitehorse City Council	

Acronyms

Table 1 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
APTCH	A Place to Call Home Project
CEEP	Creating Connections Employment Education Program
CEO	Chief Executive Officer
CHL	Community Housing Ltd
CHP	Council to Homeless Persons
CQI	Continuous Quality Improvement
DHHS	Department of Health and Human Services
ECASA	Eastern Centre Against Sexual Assault
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
LGBTI	Lesbian, Gay, Bisexual, Transgender or Intersex
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
RCFV	Royal Commission into Family Violence
SGD	Sexually and or Gender Diverse
SOCIT	Sexual Offences & Child Abuse Investigation Team
SSATI	Same Sex Attracted Transgender Intersex
THM	Transitional Housing Management
VACCA	Victorian Aboriginal Child Care Agency
VCAL	Victorian Certificate of Applied Learning
YDA	Youth Development Australia
YFIC	Young families in Crisis
YMG	Young Mum's Group

34th

2



Family Access Network

Annual Report 2015 / 2016