



# FEAT

FAMILY EMERGENCY  
ACCOMMODATION TOWNSVILLE



ANNUAL REPORT 2014-2015

# Our Mission

## Housing Homeless Families

### About Us

Family Emergency Accommodation Townsville is a not for profit, non government organisation . We have been working with homeless families since 1978. FEAT provides a range of services including housing and support to families who are homeless or at risk of homelessness in Townsville.

### Our Funding

- Old Dept. Housing & Public Works
- Old Dept. Community Services
- Townsville City Council
- Sisters of Mercy Townsville
- Good Shepherd Community & Family Services
- National Australia Bank
- Gaming Machine Benefit Fund



# Thank You

We acknowledge the support that we received this year from our partners including business, government & non government organisations that helps us in the work we do.

89 Perkins Street  
South Townsville  
Qld 4810  
T 07 47722686  
T 07 47 721450

## Our Values

- We believe in the uniqueness and dignity of every human being and the right of all people to be treated justly and fairly
- We believe that all families have the right to secure and affordable housing
- We are committed to working co-operatively towards eliminating homelessness
- We are committed to working in a way that encourages hope for the future
- We are committed to working in a way that builds on individual strengths and assists people to find their own solutions
- We respect people's right to confidentiality and we will treat people and their information accordingly
- We are committed to being honest, accountable and transparent in all our work
- We are committed to professional development for all staff to ensure a skilled team





## Management Committee

## Staff



**President** Joelle Adams  
**Treasurer** Helen Perriman  
**Secretary** Jane Logan  
**Members** Brioney Clarke  
 Carmel King  
 [resigned Jan 2015]  
 Sr. Marie Geddes  
 [resigned April 2015]  
 Lindy Edwards  
 [appointed April 2015]

Ruth Stainbrook  
 Lori Maloney  
 Angela Cooper  
 Linda Partridge  
 Natasha Thompson  
 Kate McInnes  
 Sally -Ann Staples  
 Amber Dawson  
 Barbara Poli

## Treasurer's Report

The Management Committee is confident that FEAT is in a sound financial position. The payment of salaries, **\$505,075** was the largest component of total expenditure. During the year **\$84,854** was spent on client support needs by way of direct financial assistance. The financial statements have been audited by Moore Stephens Chartered Accountants. The organisation received an Unqualified Report indicating that everything is in order and that the financial statements of the organisation present a true and fair view of the financial position of FEAT

### Balance Sheet 2014-15

Total Current Assets	1,697,609
Total Non—Current Assets	1,183,056
<b>Total Assets</b>	<b>2,880,665</b>
Total Current Liabilities	194,563
Total Non-Current Liabilities	22,935
<b>Total Liabilities</b>	<b>217,498</b>
<b>Net Assets</b>	<b>2,663,167</b>
<b>Total Equity</b>	<b>2,663,167</b>

### Income & Expenditure 2014– 2015

<b>Income</b>	
Interest received	25,105
NILS income	101,925
Rental Income	412,661
Grant funding	906,216
TCC Grant	14,000
ER Althea Projects	10,825
Other income	13,789
Admin Fees—internal	63,198
<b>Total Income</b>	<b>1,547,719</b>
<b>Expenditure</b>	
Salaries	505,075
Depreciation	50,546
Client Support	84,854
Repairs & Maintain	100,283
Insurance	80,762
Rates	127,760
Other Expenses	297,427
<b>Total Expenses</b>	<b>1,246,707</b>
<b>Surplus/Deficit</b>	<b>301,012</b>

These are the summarised financial statements for the year 2014-2015. Copies of the complete financial audited statements are available.

**Helen Perriman**

**Treasurer**

## Networking / Training /Conferences

FEAT works collaboratively with services in the government and the non-government sector in Townsville particularly housing and homelessness services. We have a formalised relationship with Althea Projects around the Commonwealth ER funding .

FEAT continued to participate in variety of activities and networks within our local and regional sector including ;

- Upper Ross ERF Collective
- Townsville ER Group
- Homelessness Prevention Week Committee
- Tsv Homelessness Network
- Homelessness Expo
- DFV Shelter Workshop
- Home For Good—Week
- Human Services Framework
- ACOSS Conference
- Breaking The Ice Workshop
- Confident People Management
- National Homelessness Conference
- Better Boards Conference



## Staff

This year we welcomed Kate McInnes who joined us in January 2015 as a Community Worker .Sally-Ann Staples took on the administration as we moved our financial administration back in-house. Sally-Ann has worked tremendously hard to get the financials back in order given that she only works 2 days a week she has done an amazing job. We have added to the administration area by employing another part time admin person, Amber Dawson who will also take on property management functions .

We also re-established a Child Support position ,appointing Natasha to this role in August 2015 as we ramp up the work we do with children.

In September 2015 we appointed a new Community Worker Barbara Poli .

# Our Programs

Information, Advice & Referral

Temporary Supported Accommodation —26 Properties

Financial Assistance to Sustain or Obtain Tenancies

Support & Case Management

Long Term Community Housing— 23 Properties

Sisters of Mercy Housing—2 properties

NILS- No Interest Loans



# President's Message

Another successful year for FEAT as we continued to provide quality housing and support services for homeless families. It is hard to believe that we are at AGM time again, having had a very late AGM in January 2015.

The year has at times, been rather tumultuous for the organisation. Following our exit from the Housing Connections consortium in early 2015 we spent time reviewing our strategic directions, taking into account the changed environment we found ourselves in. This led us to change our direction in a number of areas including; office premises, financial services and our Long Term Housing program. These changes have resulted in a more focused and robust organisation with a clearer picture of its own future.

A change in state government has led to more security of funding and improved relations with Departmental staff. We recently signed our three year funding contract with Dept. of Housing for our homelessness program. This and the ongoing funding and support that we receive from the Sisters of Mercy, Good Shepherd Community Services & Townsville City Council has meant that FEAT is in a sound financial position to continue its work.

This year the committee saw Lindy Edwards who resigned in Dec 2013 re-join in April 2015. We also saw Sister Carmel stepping down after 10 years on the FEAT committee; one of our long serving members who has contributed to the organisation over many years of service. We were joined by Sister Marie Geddes until April 2015.

On behalf of the management committee I wish to thank Ruth and all staff for their work this year, with many changes we know it has not always been easy.

I would also like to thank all committee members for their time and energy over the year. On a personal note I'm standing down as President as I take up a position in Mt Isa, but I remain committed to the work of the organisation wishing it all the best in the future.

**Joelle Adams**

**President**

## 23 Long Term Community Housing 2 houses from the Sisters of Mercy

This year we housed **33** families

Program	Families	Stay
LTCH	27	50wks
Sisters Mercy	6	17wks
<b>Total</b>	<b>33</b>	

Having our own LT housing program gives us the ability to provide additional exit options for families; vital for those who need continued support. This program continues to be very valuable and this year we realigned our strategic direction deciding not to transfer the properties—this has proved to be a wise decision

### Financial Assistance /ER

During the year FEAT spent **\$84,854** on direct financial assistance to clients. This is about \$15,000 less than last year. The majority funds went to assist families to sustain tenancies.

We also assisted families with a range of other support needs. This program is vital as it enhances the work that we do with families who are homeless or at risk of homelessness.

ERF	Amount
Sustain Tenancy	\$45,408
Obtain Tenancy	\$3,217
Crisis Housing	\$ 1,708
Furniture	\$17,982
Food/medical/transport	\$16,539
<b>TOTAL</b>	<b>\$84,854</b>

### NILS—No Interest Loan Scheme

This program provides alternatives to the payday lenders that so many low income people are forced to use. It helps add value to the work we do especially with homeless families by providing an option for them to source whitegoods once they move out of FEAT housing. This year we provided **134** new loans, with **65** loans being totally repaid this year.

We were recognised nationally at the NILS Conference in June and received prize of a washing machine which we donated to family who had lost their belongings in a house fire.





## Support to Homelessness Families

The aim of our Specialist Homelessness Service is to rapidly re-house families ensuring that we give an immediate response. We do this by either housing families in our temp accommodation or by ensuring that they are able to sustain their own housing. The focus of our work is to do everything we can to ensure good housing outcomes for families whilst working on the multitude of other issues that present. To provide this wrap around service FEAT refers to other specialist services.

During the year we conducted **751** intake/ assessments at our FEAT office we also provided in-home support and case management approx. **700** home visits Working with families in their own homes is a much more natural and relaxed environment for families and means that they can participate in case management in more meaningful ways leading to better outcomes.

## Temporary Supported Housing

During the year we housed **130** families, 30% increase from the previous year.

The average length of stay was 10wks. Housing outcomes for those leaving our temp supported accommodation were excellent.

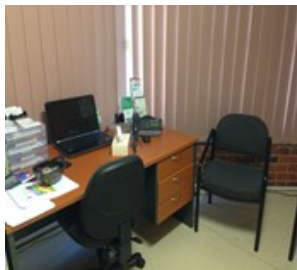
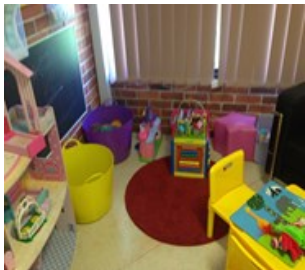
This year over **60%** or **67** families who exited our temp housing, **moved** into Social Housing; workers worked hard to achieve this result for families maintaining excellent relationships with the local Housing Service Centre.

Temp Housing	Families
Housed	130
Exited housing	111
Into Social Housing	67

Another **44** families were assisted to obtain affordable rental properties. Most families were provided with a combination of furniture and/or financial assistance when they left. All tenants in temp supported Housing have a designated Community Worker who works within a case management framework regularly homevisiting.

## Long Term Housing

We have 2 programs that offer longer term accommodation for families;



## Manager's Report



*2014 –2015 was a year of uncertainty and change. We started the year with the possibility of sector reform and uncertainty about future funding. Just as we thought we were starting to get a handle on that there was further changes as alliances, broke down. This meant that by early 2015 FEAT was re-thinking its future directions.*

In March 2015 FEAT reviewed its strategic directions focusing on key areas;

- **Strengthening our Long Term Housing Program**

We decided that it was in the best interests of our client group to retain our own LT program. So work towards the transfer of our long term community housing program was halted. This decision means we need to gain NRSCH registration after being adamant that we were not going down this path.

- **Managing our financial administration**

After nearly 7 years of using external accountants—Elizabeth Siebel until Nov 2013 and then C2C, we decided in April 2015 to bring back the financials in-house. This has worked well thanks to Sally-Ann Staples who stepped up the task.

- **Office Premises**

We remain absolutely committed to securing more suitable office space for the organisation in a better location that provides us with space to grow. We know that as an organisation we have outgrown our current premises and that it is starting to hinder our service delivery unfortunately we are yet to find a space that suits us.

- **Improved service delivery**

We have continued to provide a one-stop shop for homeless families by delivering a continuum of specialised services including crisis & long term housing, support to sustain housing and access to other housing—the ability to have this range of services in-house helps us to be responsive to homeless families. We have reinstated the Child Support position— as part of our funded Community Work positions.

This change of direction has generated additional work but the result is a stronger organisation that is in command of its own future.

Along with these changes there was a change of government & finally a three year service contract for our Homelessness funding . Having security of funding and the changes in Government direction have been a breath of fresh air into our sector—there is a sense of collaboration rather than competition and this has led to improved networking .

This year we secured a Gaming Machine Grant of \$29,000 to assist with the cost of furniture . We also gained a grant of \$40,000 from Good Shepherd which will help pay the administration costs in our NILS program for the next two years.

As part of the changes in DSS funding—FEAT along with Sera's & Women's Centre put in a bid with Althea Projects as the key provider for Emergency relief funds. There was no increase in funding for FEAT but security of continued funding. This arrangement has worked well

In terms of staff we farewelled Jenny Evans and Villa Greenslade in late 2014 and have new staff— Kate McInnes & Barbara Poli as Community Workers and Amber Dawson in the administration area.

All staff have worked well during a year of changed circumstances and with the added concern of having no confirmation of our homelessness program funding .

As usual the organisation has been well served by an excellent committee who carry the values and mission of the organisation , this been so evident in some of the tough discussions we have had this year. A big thanks to all the committee members—who really have been incredibly supportive this year and particularly to Carmel King who resigned after 10 years service to FEAT.

All in all 2015 and the year ahead looks busy and productive as we continue to help create a better future for families and their children who are facing homelessness.

**Ruth Stainbrook**  
**Manager**

## The Year 2014-2015

<b>Families Assisted</b>	<b>461</b>
<b>Adults Assisted</b>	<b>573</b>
<b>Children Assisted</b>	<b>844</b>
<b>Families Housed</b>	<b>163</b>
Temp	<b>130</b>
Long Term	<b>33</b>
<b>Financial Assistance</b>	
Amount	<b>\$84,854</b>
Instances	<b>619</b>
<b>Appointments</b>	<b>986</b>
<b>Home Visits</b>	<b>300</b>
<b>NILS Loans</b>	<b>125</b>
<b>Properties</b>	
Temp Housing	<b>26</b>
LTCH	<b>23</b>
Sister Of Mercy	<b>2</b>

### Specialist Homelessness Service

As in previous years it is women and their children who make up almost all of the families that present to FEAT .In 2014-2015 FEAT worked with **461** families, this is a slight decrease [34] from last year. **73%** of families were one parent families most were women and their children . Around **78%** of all adults were female.

	<b>Adults</b>
Females	448
Males	125
<b>Total</b>	<b>573</b>

The families who sought FEAT's help tended to be young; the average age of parents was 28yrs, there was also 23 families where the parent was aged 15-18. The majority of children were under 5 .

	<b>Families</b>
One parent	349
Two parent	112
<b>Total</b>	<b>461</b>

Homelessness continues to affect a much higher proportion of Aboriginal & or Torres Strait Islander families as evidenced by the large percentage [38%] of clients who present to FEAT .

