



ANNUAL REPORT

2015-2016

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

Qld Dept. Housing & Public Works

Qld Dept. Community Services

Mercy Community Services Townsville

Good Shepherd Community & Family Services

Townsville City Council

National Australia Bank

Gaming Machine Benefit Fund



New Offices in Carlton Street

FEAT was joined by Mayor Jenny Hill, Aaron Harper MP and Paynter Dixon as we commemorated the start of building on the Carlton Street site. These new premises will give us an opportunity to better work with homeless families in what will be much more accessible and pleasant surrounds in Kirwan. We are looking forward to opening our new offices in March 2017.



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



Our Objectives

Provide Effective Services

We will deliver high quality and innovative services through a consistent service delivery model that:

- Delivers Case Management that is client-centred and based on positive housing outcomes
- Provides support in practical and non-therapeutic ways using a 'strengths based' approach.
- Provides well maintained property portfolio that is compliant with regulations

Grow through new collaborative opportunities.

We will seek new opportunities to effectively deliver homelessness services through partnering with others to provide a range of housing and support options.

Develop our people: driving for high performance

We will further develop and engage our staff through:

- Encouraging high levels of performance and effectiveness
- Ensure good working conditions, salary and maintaining a 'family friendly' focus.
- Investing in further training & development of staff in order to deliver our initiatives and strategic goals
- Developing a 'FEAT Way' and align all our staff to our working culture

To advocate on behalf of homeless families for real change.

- Seek to influence policy by maintaining good working relationships with Government, funding bodies and politicians

Treasurer's Report

FEAT is in a sound financial position. Moore Stephens Chartered Accountants have audited the financials of the organisation. We 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 2015-16

Total Current Assets	1,445,385
Total Non—Current Assets	1,401,719
Total Assets	2,847,104
Total Current Liabilities	114,837
Total Non-Current Liabilities	23,477
Total Liabilities	1,138,314
Net Assets	2,708,790
Total Equity	2,708,790

These are the summarised financial statements for the year 2015-2016
Copies of the complete financial audited statements are available .

Helen Perriman

Treasurer

Income & Expenditure 2015– 2016

Income	
Interest received	21,180
NILS income	79,547
Rental Income	429,747
Grant funding	837,049
ER Althea Projects	26,895
Other income	63,385
Admin Fees—internal	67,366
Total Income	1,525,169
Expenditure	
Salaries	540,860
Depreciation	60,050
Client Support	64,957
Repairs & Maintain	253,196
Insurance	43,193
Rates	131,415
Other Expenses	385,876
Total Expenses	1,479,547
Surplus/Deficit	45,622

All tenants in our temporary housing are designated a Community Worker who works within a case management framework. This work is client focused and works towards the stated needs of the family.

Temp Housing	Families
Housed	112
Exited housing	87
Into Social Housing	52

Social Housing Programs

FEAT's longer term housing either in the Community Housing Program or the two Mercy Community Services houses—provide 25 additional properties. These properties provide much need secure housing to those most in need often who have come from homelessness. Families tend to stay for much longer periods, we have tenants who have been in this housing for 5+ years.

Housing	Families
LTCH	34
Sisters Mercy	4
Total	38

Financial Assistance /ER

During the year FEAT spent **\$77,662** on direct financial assistance to families. We provided **418** instances, generally these were one-off situations. The majority funds went to assist families to sustain tenancies.

ERF	Amount
Sustain /obtain housing	\$54,658
Food/medical/transport	\$23,004
TOTAL	\$77,662

This program has funding from the State Government as well as our funding from Althea Projects which is Commonwealth Emergency relief funding.

NILS—No Interest Loan Scheme

This program provides an alternative 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 **102** new loans, with **125** loans being completely repaid during the year.

Actively participate by speaking out in forums, meetings and conferences that relate to homelessness, housing & families.

Raise awareness within the community of issues around housing and homelessness by being involved in community action or events.

Strengthen our organisation and performance

We will improve our use of staff and other resources through:

Ensuring our office facilities are of a high standard being family friendly and accessible to our client group

Administration processes that are open and accountability in-line with best practice

Ensuring a high standard of reporting and data in all areas

Maintaining a high standard of governance by ensuring that our processes open and accountable and that the FEAT Committee is effective

Use feedback from stakeholders to improve services

Create a sustainable future for FEAT

Build greater diversity of income from government by attracting other funding

Develop partnerships with others in line with our mission



Management Committee



President: Lindy Edwards
Treasurer: Helen Perriman
Secretary: Jane Logan
Members : Brioney Clarke
 Vicki Ford

Staff



Ruth Stainbrook
 Lori Maloney
 Angela Cooper
 Natasha Thompson
 Kate McInnes
 Sally -Ann Staples
 Amber Dawson
 Barbara Poli
 Linda Partridge resigned Dec 2015
 Fiona Thompson May—Aug 2016

The Year 2015-2016

During 2015-2016 Family Emergency Accommodation Townsville –FEAT Inc. continued to work with Townsville's most disadvantaged—homeless families.

FEAT's core work and funding is around supporting homeless families by rapidly re-housing and assisting them to locate more permanent housing. This year we assisted **487** distinct families with a range housing and support needs.

Specialist Homelessness Service

As in previous years the homeless families who present for assistance are mostly made up of women and their children . This year of the **487** families **319** were women with their children ;**66%** of all families were one parent families most were women and their children . Around **74%** of all adults were female.

	Adults
Females	463
Males	166
Total	629

	Families
One parent	345
Two parent	142
Total	487

Families Assisted	487
Adults Assisted	629
Children Assisted	1,089
Families Housed	150
Temp	112
Long Term	38
Financial Assistance	
Amount	\$77,662
Instances	619

We assisted a high proportion of families from either Aboriginal or Torres Strait Islander background, around **48%** of the families who sought our assistance. Around **6%** of families have a CALD background.

Temporary Supported Housing

During the year we housed **112** families, this is lightly less than last year and families stayed for longer periods in our housing .Housing outcomes for those leaving temporary supported accommodation were good with **49%** gaining long term Social Housing and another **15** families were assisted to obtain affordable rental properties .

Our Programs

Emergency relief funds has worked well and we value the collaboration with Althea, Sera's and Women's Centre along with the Upper Ross ERF Collective.

This year we have provided property management services to Sera's for their new properties and this has been a great way of utilising expertise in both organisations. Both organisations share an admin worker in Sally Staples so this helps create some real synergy between organisations.

These partnerships demonstrate how organisations can collaborate in very practical ways, all these partnerships are organic rather than deliberate and give opportunities for the community sector to do what it does so well. We continue to look for ways that we can partner with others to explore new and different ways to achieve good outcomes for families and their children.

Staff have worked well this year having been energised by the prospect of the new building and increased opportunities for service delivery. We farewell a long term employee Linda Partridge as she set off for a lifestyle and tree change on the Tablelands. We also say goodbye this year Brioney from the Committee and wish her all the best, she has been a breath of fresh air and we will miss her.

All in all a busy and exciting year for FEAT as it sets a course for the future, one that will impact on the lives of families and children in housing need.

Ruth Stainbrook
Manager

Information, Advice & Referral

Temporary Supported Accommodation—26 Properties

Financial Assistance to Sustain or Obtain Tenancies

Support & Case Management

Long Term Community Housing—23 Properties

Mercy Community Services Housing—2 properties

NILS- No Interest Loans



President's Message



This past year has been a busy one for FEAT with some interesting developments, indicating an exciting year ahead. Over the last few years it has become very apparent that the current office space is inadequate and not in the best location, limiting FEAT's growth as a key homelessness and housing provider in the region. Ruth and the Management spent many frustrating months seeking out more suitable office space, before settling on the idea of purpose building in an area of our choice. With the help of Paynter & Dixon, suitable land was purchased and building has begun and we are very excited with the idea that our plans and vision for FEAT will be realised early in the new year. This new office will provide not only greater space for workers and clients, but the opportunity to have visiting services, a great training room and resource for the community in an area that is currently under resourced in terms of services.

Over the past 12 months, FEAT has continued to strengthen existing relationships within the community sector, in particular with the partnership with Althea projects and others in terms of Emergency Relief Funding, and more recently a sub contract arrangement with Sera's Womens Shelter to provide the property management for the newly funded 10 units of crisis accommodation for women and children escaping domestic violence. A more recent partnership is that which has been developed, along with Sera's and the Domestic Violence Service, with Sunnykids and Think Technology who will be involved in fund raising ventures to support the work that we do with disadvantaged children. This is a very new area for FEAT and the project is still in the early developing stages.

The staff team and Management Committee have remained stable however we sadly farewell Brioney, who is not re-nominating for this year. I would like to take this opportunity to thank the Management committee for their support of me and the organisation, in particular the Executive, Helen and Jane.

I would also like to express my appreciation to all the staff, who under the excellent leadership of Ruth, have shown commitment and compassion in their work to improve the lives of families in housing need within our community

Lindy Edwards

President



Manager's Report

2015-2016 has been an exciting and busy year for FEAT, it's been a year where we have achieved some of our long term objective to secure our own premises. This year we finally started building what will be our new offices, on land at Carlton Street in Kirwan. This is something that the organisation has been dreaming and planning about for some time. This new office, which we can proudly say, is an initiative of FEAT will give us the opportunity to better serve the families we work with. Upon completion it will provide a much more family friendly space in a location that will be more accessible for families. Whilst our current offices at Perkins Street are reasonably comfortable for staff, they have proved to be unsuitable for the needs of families. The lack of space and inaccessible location making service delivery at times challenging. Staff are looking forward to moving to Kirwan and being much closer to the families who need our services. Expected completion date is February 2017 and we will be happily established there and open for business by March—something we are all looking forward to tremendously.

The new premises brings us an opportunity to look at how we do our work and what we can change and try to do differently and we have already started to explore this. As you can imagine this endeavor has consumed much of our energy this year. The committee and staff have been working alongside Paynter & Dixon to develop what will be a 1st class space for families who are in need.

This year we had the task of completing our National Registration for Social and Community Housing NRSCH; this is a considerable burden on small NGO's as without specialised staff or the ability to buy in services it tends to land on the managers desk. This large piece of work will be completed by November and we will gain registration in the New Year. This is part of a broader push for increased accountability requirements by government—accountability is a good thing and something that the sector has been expert at for many years but the reporting and paperwork to prove this can be a burden on already stretched small organisations.

As usual we have continued to look at ways to work with others to get the best outcomes for families. Our ongoing partnership with Althea Projects around the