

ANNUAL REPORT

24
25





Acknowledgement of Traditional Owners

In keeping with the spirit of reconciliation, Family Emergency Accommodation Townsville (FEAT) respectfully acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land, in and around Townsville in which we work, live and connect on and would also like to acknowledge our Torres Strait and South Sea Islander people to whom we share this great nation with. We recognise their continuing connection to land and waterways which is and always will be Indigenous land.



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OUR PARTNERS & SUPPORTERS

Queensland Department of Housing and Public Works

Queensland Department of Families, Seniors, Disability Services and Child Safety

Mercy Community Services

Australian Government Department of Social Services

Townsville & Regional Communities Housing & Homelessness Network – The Deck

Althea Projects

Sera's Women's Shelter

The Women's Centre

The Australian Red Cross

Northreach Baptist Church

Community Gro

Community Information Centre

Sharehouse Youth Programs

Regional Housing Limited

CQUniversity

Zephyr Education

StreetSmart Australia

OnBundock

Share The Dignity

RSPCA

CHIA QLD

QCOSS

QShelter

Good 360

Zonta Club of Townsville Metro

Philanthropic Donor of 4 subsidised units for accommodation and \$5,000 per month

Rotary Club of Mundingburra

Various random Acts of Kindness & Anonymous Donations

Calvary Care

Suella Property

Give it

Yumba Meta

Mola Consulting

Queensland Police Service

Queensland Health

Tavern Meats

Duncan and Ilsa Fyfe

Townsville Angel Faces by Leta

The Digimen

ABOUT FEAT

Family Emergency Accommodation Townsville Inc. (FEAT) is a long-standing member of the Townsville community and homelessness sectors.

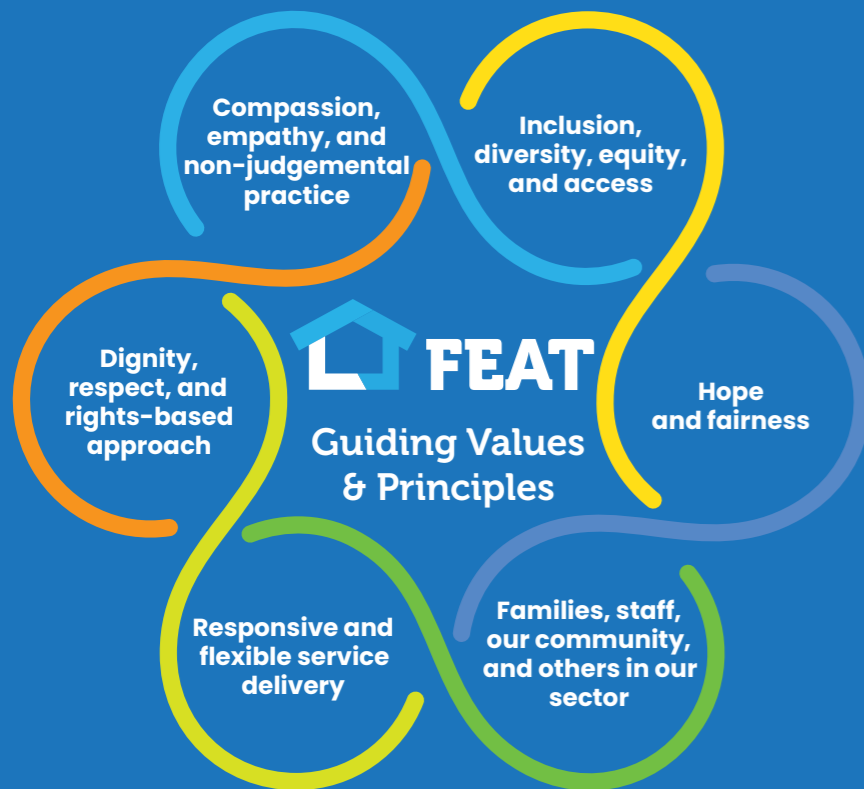
We have been operating since 1978 and have received government funding for over 40 years. FEAT is a Public Benevolent Institution and is registered for Deductible Gift Recipient status.

Vision Statement

Our vision is that every family in the Townsville region has safe and suitable housing.

Mission Statement

The FEAT mission is to:
 Advocate for affordable housing in the Townsville Region
 Provide a timely response to families who are experiencing housing crisis
 Work with families to identify their needs to achieve long-term sustainable housing.



FEAT Services

Crisis accommodation for families

Long term accommodation for families

Direct support, advocacy, information and referral for families experiencing homelessness to find suitable accommodation

Case management to support clients to meet their goals.

Provision of client related needs through emergency financial assistance, brokerage and donations.

FEAT Programs

Centre-Based Support, Information, Advice & Referral

Temporary Supported Accommodation

Support & Case Management

Mobile Support to Sustain Tenancies

Long Term Community Housing

FEAT's Community Housing Program

Immediate Housing Response to Families

Financial Assistance & Food Vouchers

Brokerage

 **FEAT Board & Staff**



Chairperson
Hannah Wilkinson



Secretary
Jessica Naunton



Treasurer
Jason Slingsby



Member
Rebecca Wilcoxson



Member
Brittany Curran



Mandy Thompson

General Manager



Amber Dawson

Senior Administrator



Annie Jones

Senior Case Manager



Ashley McAndrew

Property
Administration Officer



Bianca Mooney

Program Manager



Ngaire Hanson

Operations Support Officer



Kerrie Rush

Finance and Office
Manager



Loretta McKergow

Case Manager



Lori Maloney

Case Manager



Daule Tau Vere

Case Manager



Victoria Ryan

Case Manager



Shannon Staker

Case Manager



Samantha Lane

Case Manager



Mykyla Wright

Case Manager

We also acknowledge the contributions of other staff members who have moved on from FEAT during this financial year:

Terina Reti, Sherryll Sue See, Zackary Morgan.

CHAIRPERSON'S REPORT



This has been a landmark year for our organisation, a year in which we have not only grown in numbers and reach, but also in maturity, strategic focus, and confidence in our role within the Townsville community.

From the outset, FEAT has been built on a simple but powerful mission: to provide families in crisis with safe, secure accommodation and the support they need to rebuild. This year, we have taken significant strides in strengthening our capacity to deliver on that mission, while laying the groundwork for sustainable growth in the years ahead.

FEAT has continued to “punch above our weight” by maintaining a high standard of service delivery while operating efficiently. Our ability to adapt quickly, respond to emerging needs, and find innovative ways to maximise resources has been a defining feature of our work this year.

Strategic Direction – From Foundations to Growth

Much of FEAT’s work over the last few years has been about putting strong foundations in place, making sure we had the right systems, culture, and ways of working to carry us forward. That steady, behind-the-scenes effort has given us stability and confidence, and has ensured that growth, when it comes, is something we can sustain.

Our new strategic plan reflects this transition and is built around four practical pillars that give us direction and focus, ensuring our growth is manageable, measured, and responsive to the needs of the community we serve.

1. Consolidate then Grow Our Housing Portfolio

Safe and suitable housing is at the heart of everything we do. This year, we commissioned HK Solutions to undertake a comprehensive housing condition and feasibility assessment across 23 FEAT properties. This work is provided largely pro bono, and we extend our sincere thanks to HK Solutions for their generosity. Looking ahead, we will use this information to inform

decisions around our portfolio, balancing the urgent need for more housing with the equally important goal of ensuring the quality and sustainability of FEAT homes.

2. Support and Develop an Engaged and Capable Team

We understand the importance of a skilled and professional decision-making body and provided opportunities for the Board and senior management attending the Better Boards Conference, and two Board members completing the AICD Not-for-Profit Governance Course. These steps help ensure we’re keeping pace with sector challenges and building capacity to navigate them well.

3. Develop Integrated and Efficient Systems and Processes

This year, we undertook a comprehensive review of our policies and procedures. The focus of this work has been on strengthening the framework that guides how we operate day to day, from governance and risk management to staff practices and client services.

Our aim is to ensure the way we operate behind the scenes is as efficient and streamlined as possible, freeing up more time and energy for staff to focus on supporting families. By building strong internal systems now, we are setting FEAT up to manage growth.

4. Build a Sustainable, Highly Regarded Organisation

Real change happens when organisations work together. No single service can meet the full range of needs faced by families in crisis. This year, collaboration has been a central theme, and it has allowed us to extend our reach and deepen our impact.

One of the most significant developments has been our partnership with CQUniversity’s Queensland Centre for Domestic and Family Violence Research. Prompted by recent research highlighting gaps in risk assessment, we joined forces to explore how screening tools can be improved in frontline housing and homelessness services. This work, led by CQU Lecturer in Psychology and FEAT Board Member Dr Rebecca Wilcoxson, aims to strengthen the way domestic and family violence is identified and responded to in high-vulnerability contexts. The focus is threefold: improving screening tools, equipping frontline workers with better systems and training, and ensuring that approaches are culturally appropriate, particularly for First Nations

families. With over a thousand families supported by FEAT each year, this research has the potential to shape practice well beyond our own service and make a real-world difference for both victim-survivors and the professionals who support them.

We have also taken steps to ensure the outcomes of this research are shared and understood at the policy level. This year, we presented to the Department of Families, Seniors, Disability Services and Child Safety, contributing to the broader conversation about how homelessness services and domestic violence responses intersect. By engaging directly with government, FEAT is helping to highlight the challenges we see on the ground and to advocate for solutions informed by evidence and lived experience.

Acknowledgements and Milestones

A significant moment this year was farewelling Lorelei Hall, who stepped down from the Board in February after years of service, including as President. Her leadership and perspective were invaluable, and we take this opportunity to thank her sincerely for helping shape FEAT’s growth and resilience.

Looking ahead, we’re recruiting two new Board members to bring fresh skills and perspectives, particularly from the social and community sector. Our aim is a Board that not only offers strong governance but also reflects the perspectives of the communities we serve.

This year marks a historic milestone, the induction of FEAT’s first-ever Life Members Ruth Stainbrook and Helen Perriman. Ruth devoted more than 30 years of service to the organisation, working tirelessly to support families and leaving a legacy of care and commitment that shaped FEAT over decades. Helen contributed over 15 years on the Board, including several years as Treasurer, bringing both her expertise and her deep connection to the FEAT community including through the Sisters of Mercy. Both women exemplify the spirit of service and values on which FEAT has been built, and it is a privilege to formally recognise their extraordinary contributions.

As we look back on the past year, what stands out most is the steady contribution of many people, staff, volunteers, Board members, partners, and supporters, who together keep FEAT moving forward. More than a thousand families were supported during the year, and at the same time we’ve worked to strengthen the organisation so it can continue to provide that support reliably into the future.

The demand for our services remains high, and the challenges in our community are real but with the foundations now in place, clear priorities set, and a committed team around the table, FEAT is in a stable position to continue its work. To everyone who has contributed, thank you. Your efforts have made a real and tangible difference. As we move forward, we remain committed to ensuring that every family who turns to FEAT has the chance to build a safe, secure, and hopeful future.

Hannah Wilkinson
Chairperson
On behalf of the FEAT Board



TREASURER'S REPORT



I would like to begin by acknowledging the ongoing efforts of the Board, the management team, the staff and all stakeholders over the past financial year. FEAT has continued its strong financial performance in FY25. In this my first year as Treasurer, it is a pleasure to present an overview of the financial performance of organisation and the financial position as of 30 June 2025.

FEAT recorded a surplus of \$197,000 for the year compared to a surplus in FY24 of \$275,000. Although the surplus was lower than FY24, it was higher than anticipated due to savings relating mainly property expenses that were budgeted but delayed.

Audit Outcome

The financial statements were recently audited by Jessops Audit Assurance and Advisory. As expected, FEAT received an unqualified audit opinion, indicating that the financial statements reflect a true and fair view of FEAT's financial position and comply with Australian Accounting Standards and not-for-profit obligations.

Financial Governance and Risk Management

The Board and management are committed to strong financial governance, which has been displayed throughout the year by:

- Monthly monitoring of budget vs actuals through regular financial reporting
- Review of financial results bi-monthly by the Board and every other month by the Finance Sub-committee
- Ensuring compliance with all statutory obligations including ACNC and Queensland government reporting requirements.

FY26 and beyond

The outlook for our sector remains challenging but will also present opportunities for those organisations who are well prepared and remain focused on their purpose. FEAT will continue to:

- Develop an Asset Management Plan that will identify ongoing maintenance costs and capital upgrades for the existing housing stock
- Navigate funding uncertainties and changes in government programs
- Continue to build financial reserves to support future growth and service delivery.

As a Board we are committed to the long-term financial sustainability of FEAT so that we can continue to provide support to the vulnerable members of our community.

I would like to thank the finance team, our General Manager, my fellow Board members and our external auditors for their ongoing support and dedication. I would also like to mention the tireless dedication of all the frontline staff at FEAT. Thank-you all for what you do.

FEAT remains in a very healthy financial position, with appropriate reserves and professional governance in place. I commend the audited financial report to the members and welcome any feedback.

Jason Slingsby
Treasurer



Financial Snapshot 2024 – 2025

PROFIT & LOSS STATEMENT

INCOME	
Grants State - Recurrent	\$1,649,645
Grants - Other and Non-Recurrent	\$283,580
Rental Income	\$893,273
ER Althea Projects	\$72,487
Donations	\$65,963
Other Income	\$43,050
Total Income	\$3,007,998

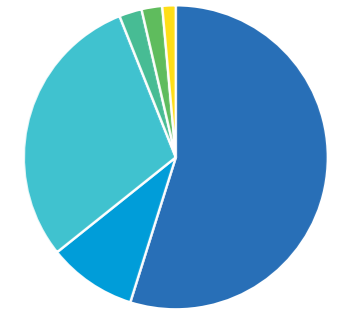
EXPENDITURE	
Wages & Salaries	\$1,268,449
Repairs & Maintenance	\$186,403
Other Property Expenses	\$572,800
Client Related Costs	\$186,599
Depreciation	\$123,016
Interest Expense	\$4,760
Other Expenses	\$469,033
Total Expenditure	\$2,811,060
NET SURPLUS / (DEFICIT)	\$196,938

BALANCE SHEET

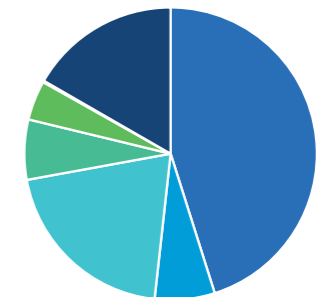
ASSETS	
Current Assets	\$2,089,249
Non-Current Assets	\$2,652,566
Total Assets	\$4,741,815
LIABILITIES	
Current Liabilities	\$153,415
Non-Current Liabilities	\$251,533
Total Liabilities	\$404,948
TOTAL EQUITY	\$4,336,867

Remuneration Statement 2024 – 2025

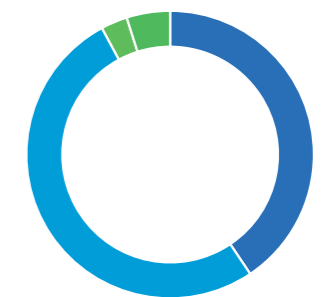
For the 2024–2025 financial year, the association paid 3 senior staff members a total of \$424,744.65 in remuneration and benefits.



- Grants State - Recurrent
- Grants Other and non-Recurrent
- Non-Recurrent Rental Income
- ER Althea Projects
- Donations
- Other Income



- Wages & Salaries
- Repairs & Maintenance
- Other Property Expenses
- Client Related Costs
- Depreciation
- Interest Expense
- Other Expenses



- Current Assets
- Non-Current Assets
- Current Liabilities
- Non-Current Liabilities

GENERAL MANAGER'S REPORT



In many ways for the homeless families FEAT supports, the FY25 was a continuation of the previous year. The crisis in housing affordability and supply across Townsville, Queensland and the broader Australian community has not reduced, and the pressure on our systems and workforce to find housing that simply is not there have increased. We remain gravely concerned about the safety and wellbeing of the families we support, many of whom have been homeless for numbers of years and who experience ongoing violence, mental health deterioration, substance misuse issues and trauma due to a lack of appropriate housing.

When reflecting on the past year, several key metrics stand out which highlight the pressure on the affordable housing market and the complexity of issues facing families experiencing homelessness.

- FEAT's supported crisis accommodation program, designed for short stays of up to 12 weeks, saw an increase of 17.4% in average length of stay to 244 nights (35 weeks) per family.
- Our Centre Based triage and intake staff provided 1197 families with information, referral, advocacy or intake responses this year. This is a 25% increase on the FY24 and included 3112 children, up a significant 39% from 2228 children in the FY24.

Providing Hope

Despite this, our team have continued to play a proactive role in advocating for individual housing solutions and broader systemic investment and change. We have continued to use respectful, culturally safe, human rights approaches when working alongside families who seek support from our service.

In short, we work to provide hope across all parts of the system we engage with, and in all our interactions.



First Nations Families Experiencing Homelessness

FEAT continues to work with many First Nations families needing housing support with 71% of families contacting FEAT's Centre Based program identifying as First Nations Australians.

It is a priority for our team to continuously improve culturally safe and appropriate ways of working with First Nations families. We have engaged the services of Mola Consulting this year to support this development.

In addition, the FEAT board and staff celebrated Aboriginal and Torres Strait Islander cultures this year through participation in the annual NAIDOC breakfast, hosting a stall at the Riverway NAIDOC Deadly Day Out, and celebrating SNAICC Day.

We acknowledged National Reconciliation Week by attending the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, and TAFE Queensland "Bridging Now to Next Event".

Other Annual Highlights

Investment in professional development, training and advocacy opportunities

The team have had numerous professional development opportunities to upskill and develop practice frameworks required to support the needs of families who have no safe, secure and affordable housing. This has included Evolve training (Queensland Health), sustaining tenancies, domestic and family violence risk assessment, de-escalation, supporting gender diverse people experiencing homelessness and other training.

Additional advocacy, conferences and training opportunities included:

- Queensland Police Service Vulnerable Persons Unit Training
- Cultural Awareness and Cultural Safety Training, Mola Consulting
- Two-day working with complex trauma training
- AHURI Australian Homelessness Conference
- Q Shelter Regional Representatives Forums

- Q Shelter CEO & Leaders events
- Queensland Mental Health Commission Leading Reform Summit
- National Family Safety Summit
- CHIA National Affordable Housing Development & Investment Summit
- QCOSS Interim DFV Peak Engagement Sessions
- Homelessness Australia National Conference.

Stakeholders and Partnerships

Relationships with partners and stakeholders are key to any success and we have strengthened these over the past twelve months. I particularly wish to acknowledge the Queensland Government's continued support of FEAT through funding our Specialist Homelessness Service, Domestic, Sexual & Family Violence Housing with Support program, and funding for Emergency Financial Assistance.

FEAT's involvement as a member of the local Emergency Financial Assistance consortium continues with a successful re-tendering this year. We acknowledge the Australian Government and our consortium partners Althea Projects, Community Gro and Sera's Women's Shelter.

Philanthropic support for FEAT continues to grow with significant contributions from many individuals, local service groups, clubs and community organisations. We have been blindsided this year with the support from one particularly generous anonymous donor who has provided four units of accommodation at below market rent for women and children who are homeless due to domestic and family violence. This incredible person also provides \$65,000 per annum in cash to support emergency financial assistance for families in need.

Collaborative Impact

Our ongoing relationship with the Rotary Club of Mundingburra and the RSPCA Qld remain important as they provide essential wrap around supports to our families with Easter and Christmas gifts for children, support for our Client Christmas Party, and accessible veterinary care for pets.

FEAT's membership in the Townsville & Region Housing & Homelessness Network is a lynchpin in all our operational and strategic advocacy. All members play an important role in supporting each other as required but importantly collaborating on local systems responses.

At an operational level our team works closely with the local community housing providers and the Housing Service Centre to support housing outcomes for families in our crisis supported housing to move into long term social housing when private rental is not an option due to cost or other barriers.

As a result of our ongoing partnership with CQUniversity, we have been able to streamline our intake assessment processes to better understand the role of domestic and family violence risk facing families needing housing. The importance of this partnership cannot be understated. Having access to researchers and expertise who acknowledge and want to support our workforce and develop ways for the housing and homelessness sector to better respond to domestic and family violence is of critical importance to FEAT.

The severe weather event we experienced in January/February this year saw us take advantage of Queensland Health's Birdie's Tree resources. Birdie & Mr Frog explain natural disasters or other difficult life events to children through story telling. These resources provide parents and caregivers the opportunity to use age-appropriate books to help and comfort children in times of crisis.

Acknowledgements

The role of the board has never been more important. I would like to acknowledge the individual efforts of each of our board members throughout the past twelve months as they have developed the new Strategic Plan and provided expert advice to support our work as we position the organisation for greater impact and growth.

It has been pleasing to our internal governance and structural changes taking shape this year, particularly with the establishment of the Finance & Operations Manager role and team. Already we have seen significant increases in our administrative, financial and property management capability and I am looking forward to seeing these changes further embedded across the next twelve months.

Finally, I wish to acknowledge the leadership group and staff team. We do a lot with a small staff group of 13. Your efforts towards supporting families in crisis and working towards making Townsville a more inclusive and safe community are second to none and I am proud to lead a team that is dedicated to our Values and Mission. Your work is key to FEAT's reputation as a well-respected, grass roots community organisation. I thank you all.

Mandy Thompson General Manager



FINANCE & OFFICE MANAGER'S REPORT



I started my journey with FEAT in October last year, in the newly created Finance and Office Manager position. Since then, we have established a small but dedicated team who undertake finance, payroll, human resources, property and administration tasks on behalf of FEAT.

Key Achievements for the Year

Completion of NRSCH Return In-House

For the first time, we successfully completed the bi-annual NRSCH Return internally without the need for external professional consultancy.

Implementation of Employment Hero

Although finalised prior to my commencement, the implementation of Employment Hero—led by Amber—has been a significant milestone. This platform has enabled the digitalisation of our HR and payroll processes, including policy acknowledgements, document and letter issuance, onboarding, and task reminders. Combined with recent HR policy updates, this has greatly improved document management, record-keeping, and the efficiency of daily administrative tasks.

Digital Long-Term Housing Survey

Successfully completed the Long-Term Housing Survey entirely through digital platforms for the first time.

Reduction in Rent Arrears

Achieved a significant reduction in overall rent arrears, reflecting improved financial management and tenant engagement across property and case management teams.



Completion of Tenant Rent Reviews

Conducted and finalised rent reviews for all tenants in line with the updated Community Housing Rent Policy introduced by the Department of Housing in November 2024. The process was managed effectively, with all affected tenants understanding and agreeing to the transition to the new rental structure.

Asset and Technology Upgrades

Replaced and upgraded essential assets including laptops, mobile phones, workstations, and the boardroom table. Technology improvements also included transitioning from desktop phones to online/soft phones, enhanced cable management, and workspace fit outs.

Marketing and Social Media Engagement

Over the past year, we have focussed on our marketing efforts, with a particular aim to strengthen our social media presence and digital footprint. We have built on this reach and capacity through engagement with Mailchimp, Meta Business Suite and participation in sector specific training through Q Shelter's LinkedIn Support Group. Of particular note:

- The activation of our LinkedIn page which has assisted with stakeholder engagement, partner promotion and advocacy
- Commencement of our bimonthly FEAT Newsletter distributed to FEAT tenants, clients and other supporters and stakeholders
- Launch of Instagram in May 2025
- Increased activity on Facebook with regular updates and information for clients and others experiencing homelessness
- Recently established Give Now platform to facilitate tax deductible donations that support the work of FEAT.

These efforts have helped us to raise awareness about our services, advocate for the elimination of homelessness, and build stronger connections with stakeholders and community. This reach and impact will continue to grow in the coming year.

Acknowledgements

This past year has been one of transformation, collaboration, and steady progress as we have reviewed and updated our systems and processes to support FEAT's goals of sustainability and growth. Our success and achievements as a team stems from the support, commitment and experience each team member brings, combined with our goal to continuously strive for workplace improvement and progress.

It is a true privilege to lead this dedicated team, and I would like to take this opportunity to express my sincere thanks and appreciation for their dedication and passion.

I am proud of all that we have accomplished together and look forward with confidence to what we will achieve in the year ahead.

Kerrie Rush
Finance & Office Manager



PROGRAM MANAGER'S REPORT



Now that I have been established in the Program Manager's role for two years it is remarkable to reflect on the journey that has brought the FEAT team to where it is currently. Our investment in professional development and training has supported the case management team to establish strong family centric practices and build on the previous year's foundational work ensuring that the needs of the clients we support are always front and centre of our service delivery.

Case Management

An important enhancement this year has been the introduction of the Senior Case Manager position which provides additional support and practice guidance for the team working with families where there are a range of higher risks and complex presenting issues.

The team have continued to streamline responses to client need from the first point on contact completing comprehensive needs and other assessments, to determine best housing and/or support options. This year we have seen some of our longest-term crisis accommodation program clients be successful in securing alternate long term housing options leaving vacancies in this housing for families most in need of emergency housing, including those living in motels.

We have also seen strong collaboration with other community and government agencies to see families with complex needs transition to long term social housing.

Demand for Service

We received a total 5628 requests for assistance across this year and with increased funding from the Queensland Government have been able to support an additional 25% of families through our Centre Based program. As it was last year, January was our busiest month with 750 requests for help. All other months saw between 428 and 544 requests except for November and December where demand was lower.



The housing shortage in Townsville continues to be at a critical level and we have seen a significant increase in the housing / accommodation requests for assistance with 1700 calls for housing assistance and 151 requests to help with sustaining existing tenancies and preventing homelessness and prevent them from becoming homeless.

The cost-of-living increases have also had a significant impact on the wider Townsville community felt most by the cohort of people who seek assistance from FEAT with 2880 requests for food or other essential support throughout the year and a total of 2027 instances of financial support provided.

Housing Outcomes

While we have been successful in having some families successfully transition to longer term housing options, overall, in the crisis accommodation program we have seen a reduction in transitions with 17 occurring this year compared to 26 last year and 27 in FY23. Unfortunately, families are staying longer in our supported housing with an increase of 17% in average length of stay at 244 nights or 35 weeks.

We have continued to secure head leased properties for our Domestic, Family & Sexual Violence Housing with Support program; supporting women and children post trauma which has come to the end of its two-year pilot, and we are pleased to see this re-funded for a further twelve months with up to 16 properties in this program.

Community Engagement & Participation

In addition to our core housing work the team coordinated and/or participated in many networks and events that support our work. There are too many to mention however these are of note:

- DV Action Group
- Townsville Indigenous Community Network Forums
- Sharing & Using Resources with Families (SURF)
- Easter Colouring In Competition
- Facilitating Back to School Haircuts in January and June for children in FEAT housing
- RSPCA health pets' information and training for FEAT tenants

- Homelessness Week event at with the Housing & Homelessness Network at Althea's Community Hub
- Communities for Children Networking Events
- Townsville Local Level Alliance
- Townsville Homelessness Integration Response Group (THIRG).

Acknowledgements

I am personally very grateful for the hard work and dedication the team have displayed throughout another year of constant change as we adapt our practice to best meet the demands of a system in crisis. Our team members bring with them a wide range of professional skills and values which align with the FEAT way of doing things. I am very excited to see what the next 12 months bring FEAT and am certain that the team will continue to develop and grow in our work supporting families experiencing homelessness.

Bianca Mooney
Program Manager



Overview

Who we assisted this year



CRISIS ACCOMMODATION PROGRAM

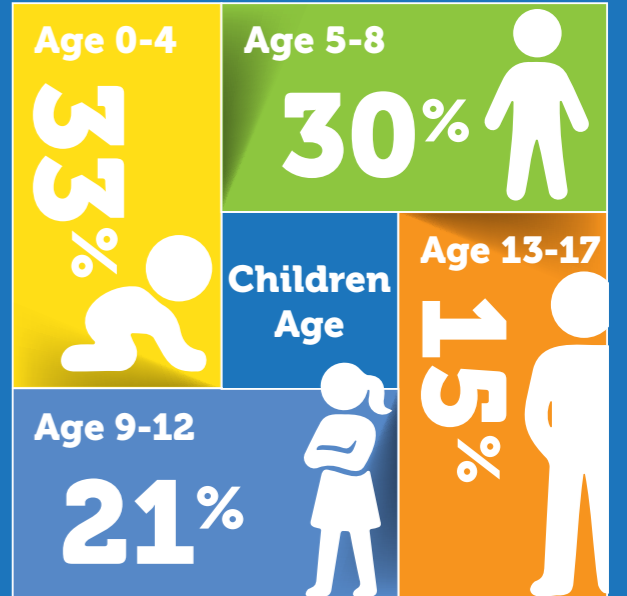
Families Housed **45**

Number of children under 18 **99**

First Nations Families **68%**

Percentage comparison of Male to Female

39% ♂ **61%** ♀



CENTRE BASED FAMILIES

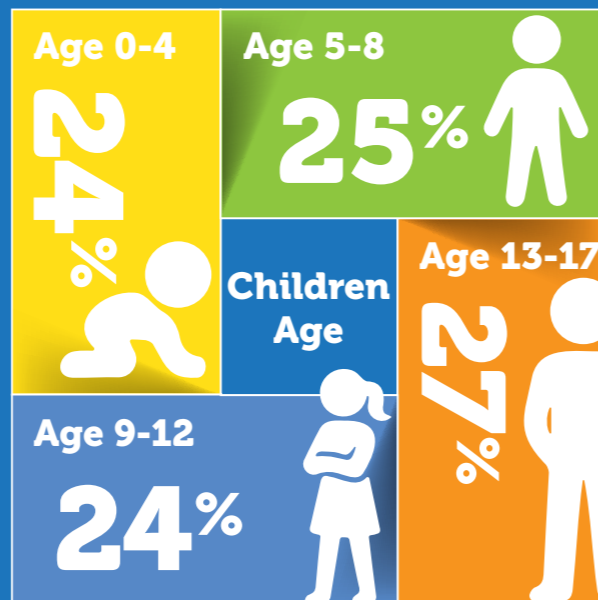
Families **1197**

Number of children under 18 **3112**

First Nations Families **71%**

Percentage comparison of Male to Female

31% ♂ **69%** ♀



LONG TERM HOUSING

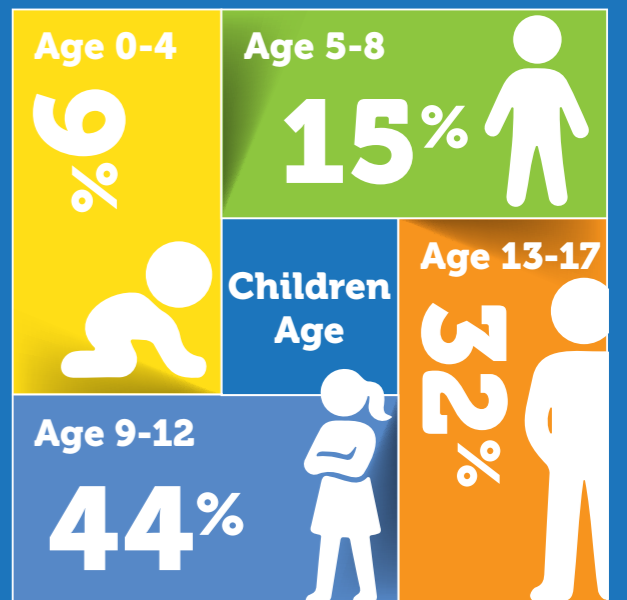
Families Housed **24**

Number of children under 18 **35**

First Nations Families **46%**

Percentage comparison of Male to Female

8% ♂ **92%** ♀



MOBILE OUTREACH

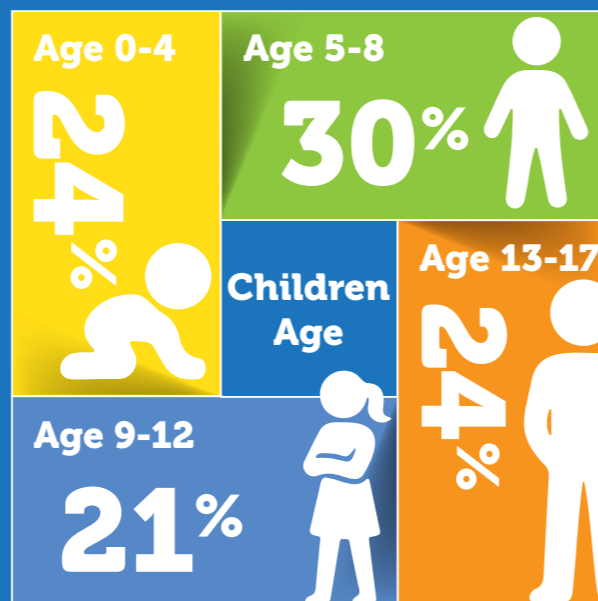
Distinct Persons **49**

Number of children under 18 **33**

First Nations Families **57%**

Percentage comparison of Male to Female

41% ♂ **59%** ♀



DFSV HOUSING WITH SUPPORT

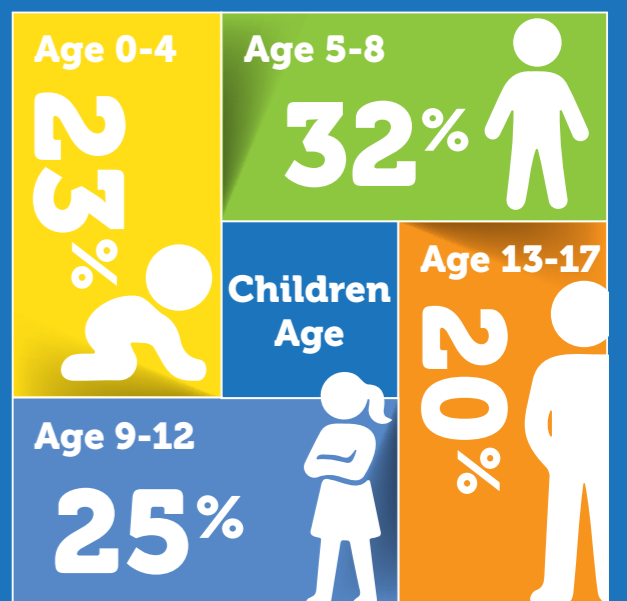
Families Housed **20**

Number of children under 18 **44**

First Nations Families **45%**

Percentage comparison of Male to Female

0% ♂ **100%** ♀



CLIENT TESTIMONIALS

What does "HOME" mean to you?

“

 Home is a place where I feel safe, relaxed, confident to be myself, healthy and happy.
 Anonymous
 CLIENT
 ”

Was there a turning point in your journey where things started to feel more hopeful or stable?

“

 When my relationship ended, I realised I was capable of seeking support and asking for help. Then I was referred to FEAT and very quickly my situation went from the unknown to stable. I started working shortly after that. It was amazing how quickly my life turned around.
 Anonymous
 CLIENT
 ”

What were some of the biggest challenges you faced while experiencing homelessness?

“

 The unknown. Will I be safe? Will I still have my possessions when I wake up? Where will I go next? Who can help me? It was very overwhelming, and I felt like a burden everywhere I went for support.
 Anonymous
 CLIENT
 ”

“

Client Testimonial
 ★★★★★
 FEAT supported me to gather all my belongings from storage so I could set up my new home. FEAT supported me to access things like the Rental Grant and Bond Loan subsidy scheme. Things I was too overwhelmed to do by myself. It was life changing.
 Anonymous
 CLIENT
 ”





feat.org.au

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9 Carlton Street, Kirwan



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