

# Minutes

Macarthur Child & Family		
<b>Date:</b> 2 <sup>nd</sup> August 2011	<b>Time:</b> 1pm – 4pm	<b>Venue:</b> Northcott Disability Services – 3 Chamberlain Street, Campbelltown
<b>Attendees</b>	<ul style="list-style-type: none"> <li>▪ Mathew Ferguson – Department of Premier &amp; Cabinet</li> <li>▪ Leanne Franklin – Northcott Disability Services</li> <li>▪ Mariela Albornoz – Burnside</li> <li>▪ Leanne Charles – Northcott Disability Services</li> <li>▪ Kalev Pank – Department of Human Services: Centrelink</li> <li>▪ Lily Roberts-Everett – Camden Community Connections</li> <li>▪ Fiona Devine – Camden Council</li> <li>▪ Gaynor Schoenfeld – Benevolent Society</li> <li>▪ Sandra Templeton – Focus on New Families</li> <li>▪ Dena D’Antone – Ageing, Disability &amp; Home Care</li> <li>▪ Jill Manahan – SWSLHD</li> <li>▪ Stephanie Isvik – Bridges 4 Learning</li> <li>▪ Louise Pilon – Home Start Wingecarribee</li> <li>▪ Michelle Urquhart – Illawarra Children’s Services</li> <li>▪ Linda Burgess – Wingecarribee Family Support Service</li> <li>▪ Wendy Den – Community Futures Project</li> <li>▪ Corinne Woolcocks – Community Links Wollondilly</li> <li>▪ Margaret O’Dea – Benevolent Society</li> <li>▪ Janet Kingston – YWCA</li> <li>▪ Katrina Lampard – YWCA</li> <li>▪ Jenny Tilocca – YWCA</li> <li>▪ Lea Kurz – Family Referral Service</li> <li>▪ Larissa Memery – Macarthur Diversity Services Initiative</li> <li>▪ Karen Russell – Schools as Community Centres Macquarie Fields</li> <li>▪ Carmel Flavell – Community Links Wollondilly</li> <li>▪ Wendy Wallis – Rosemeadow Schools as Community Centres</li> <li>▪ Katie Moran – Wingecarribee Family Support Service</li> <li>▪ Phebe Betts – Community Links Wollondilly</li> <li>▪ Graeme Falconer – Family and Community Services</li> <li>▪ Rebecca Dudding – Learning Links</li> </ul>	
<b>Apologies</b>	<ul style="list-style-type: none"> <li>▪ Yvonne Porter – Campbelltown Family Support Service</li> </ul>	
<b>Next Meeting</b>		
<u>Date:</u> 11 <sup>th</sup> October 2011		
<u>Venue:</u> UnitingCare Burnside – 6-8 Iolanthe Street, Campbelltown		
<u>Time:</u> 2pm-4pm		
<u>RSVP:</u> <a href="mailto:familiesnsw@sectorconnect.org.au">familiesnsw@sectorconnect.org.au</a>		

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## Macarthur Child & Family Interagency Annual Planning Session 2011/2012 Overview

### ▶ **What is Families NSW?**

- ▶ Families NSW is the NSW Government's whole-of-government prevention and early intervention strategy that aims to provide children with the best start in life.
- ▶ Families NSW is delivered jointly by three government departments – the Department of Education and Training, NSW Health and the Department of Human Services, specifically Community Services, Housing NSW and Ageing, Disability and Home Care.

### ▶ **Families NSW Population Results:**

- ▶ At a population level, Families NSW aims to contribute to the following results to give children a good start in life:
  - ▶ Children have skills for life and learning at school entry
  - ▶ Babies are born healthy
  - ▶ Children are physically well and healthy
  - ▶ Children have social and emotional skills appropriate for their age
  - ▶ Children have literacy and numeracy skills appropriate for their age
  - ▶ Mothers have healthy pregnancies
  - ▶ Parents are confident, connected to their community and its services and equipped to support their children's development

### ▶ **Families NSW Key Objectives:**

- ▶ To achieve those results, Families NSW focuses on the following objectives:
  - ▶ Increasing the number of mothers who receive antenatal care before 20 weeks
  - ▶ Increasing the number of mothers who have the information they need to adopt a healthy lifestyle
  - ▶ Increasing the number of mothers with mental health issues who are identified and referred early
  - ▶ Increasing the number of babies who are exclusively breastfed at discharge from hospital and fully breastfed at 4 and 5 months
  - ▶ Increasing the number of children who are age-appropriate immunised
  - ▶ Increasing the number of parents with skills in positive parenting
  - ▶ Increasing the number of children reaching social and emotional milestones
  - ▶ Increasing the number of parents who expose their children to early literacy activities
  - ▶ Increasing the number of families who are connected to other families, culture and community
  - ▶ Increasing the number of parents with the ability to assess and recognize family needs and where to seek support and resources

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- ▶ Increasing communities' responsiveness and ability to support child development and family functioning

## Issues Previously Identified in Macarthur Child & Family Interagency Meetings

### ▶ Supported Playgroups:

- ▶ Expressed concern regarding the decline in playgroups especially within the areas of Camden and Wollondilly
- ▶ Availability of appropriate venues for playgroups in Campbelltown and Camden is limited
- ▶ Wingecarribee does not have a lot of supported playgroups available in outlying areas within the LGA
- ▶ Supported playgroups need to be more specific to certain target groups
- ▶ Concerns raised around supported playgroup provision. Concerns included:
  - ▶ Funding shortages
  - ▶ Shortage of workers
  - ▶ Safety issues
  - ▶ Numbers have increased
  - ▶ Access to appropriate venues

### ▶ Funding:

- ▶ Demand for services exceeds the funding capabilities for many service providers
- ▶ Competitive tendering for funding has impacted on relationship building and collaboration between services in the Macarthur/Wingecarribee regions
- ▶ Lack of funding regarding better service provision for children and families, general and disabilities in Wingecarribee LGA
- ▶ Further coordination, funding, support needed for children and families living in Warragamba and the surrounding rural areas

### ▶ Children and Families with Special Needs:

- ▶ Need for more early identification of children with special needs regarding OT and speech therapy
- ▶ Further support needed for parents with disabilities
- ▶ Gap in family support for children with disabilities including autism, challenging behaviours, ADHD
- ▶ Gap in early identification of children or families who need further assistance, have a developmental delay, or are at risk etc.

### ▶ General Issues:

- ▶ Better recognition of demographics, isolation, transport issues relating to the Wingecarribee LGA

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- ▶ Raised concerns for the need for a child and family worker to service the Wingecarribee LGA
- ▶ Engagement with the Chinese market gardeners in Leppington has been difficult for services
- ▶ Dental issues and problems with public and private dental care in general for children and families
- ▶ Engaging with Area Health workers to help support services with information etc. has been difficult for services
- ▶ Childcare costs for services running groups is extremely high and can impact on the provision of groups
- ▶ DoCS realignment process can be somewhat confusing for agencies

## Current Activities of the Macarthur Child & Family Interagency

- ▶ Bottle Exchange Project:
  - ▶ The aim of this project is to promote the importance of good oral hygiene for young children and encouraging parents to wean their children off the use of a bottle by 12 months of age
  - ▶ A Bottle Exchange stall will be set-up at a number of family fun days throughout the year
- ▶ CALD Working Group:
  - ▶ The aim of this working group is to make all services more accessible for people from a Culturally and Linguistically Diverse community
  - ▶ This working group is looking to organise a cultural celebration event in Macarthur and develop a resource to help people better assist any clients they may have who are from a CALD community
- ▶ Triple P Practitioner Support Forum:
  - ▶ The aim of this meeting is to allow Triple P Practitioners to discuss any aspects of Triple P together, as well as identify opportunities to deliver Triple P in partnership
- ▶ Families NSW Playgroup Manual Working Group:
  - ▶ This working group is developing the playgroup activities section of the Families NSW Playgroup Plus Manual
- ▶ Macarthur Future Food Forum:
  - ▶ The aim of the MFFF is to promote the right for all to access to a sustainable food supply

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## **Priority Areas for the Macarthur Child & Family Interagency in the Families NSW Strategic Plan 2011/12**

### ▶ **Mapping of Soft Entry Points:**

- ▶ The Families NSW Facilitation Project will be mapping soft entry points into the service network. This information will be used to identify what works as soft entry points for the diverse range of families.
- ▶ At the June Interagency the network identified that a soft entry point is defined as: “An activity or program that provides families with an opportunity to access services directly without any formal commitment and inadvertently allows families to gain access to other services through referrals.” e.g. drop-in clinics, supported playgroups, school open days, market days, parent education sessions in supported playgroups, family fun days, schools and libraries.
- ▶ A survey has been sent out to the network for completion to start the mapping of soft entry points in Macarthur/Wingecarribee.

### ▶ **Reflective Practices Sessions:**

- ▶ Under the new Families NSW 3 year strategic plan the Families NSW Facilitation Project will look at rolling out some reflective practice sessions. It is important that these reflective practice sessions are tailored to meet the needs of interagency members.

### ▶ **Information Sharing in the Service Network Regarding Creative Evidence Based Early Literacy Programs**

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## Group Work 1: Reflective Practice Sessions

Group	How many reflective practice sessions in 2011/12?	How long should the reflective practice sessions go for?	What time of year should we be aiming to run the sessions?	Issues/Concerns to address in Reflective Practice Sessions	Possible questions that could be asked in relation to the Issues/Concerns in Reflective Practice Sessions	Possible information sources for the Reflective Practice session topics	Evaluation Methods
<b>Group 1</b>	4 sessions a year	2 hours	End of school term to help review how things have gone throughout the term	<ul style="list-style-type: none"> <li>- Supported playgroups and mapping when and where they are</li> <li>- Transitioning out of supported playgroups and creating space for others</li> <li>- Issue of playgroups getting too big</li> <li>- Finding people prepared to start supported playgroups</li> <li>- Are there areas in the Wollondilly that are less serviced?</li> <li>- Disability waiting lists</li> </ul>	<ul style="list-style-type: none"> <li>- Why are parents staying on at supported playgroup?</li> <li>- Getting feedback from people who have successfully transitioned out of supported playgroups</li> <li>- Transitioning families or workers withdrawing?</li> <li>- How can we address the waiting list?</li> <li>- Are we accessible and do we meet the</li> </ul>	<ul style="list-style-type: none"> <li>- Playgroup facilitators</li> <li>- People/families who have transitioned successfully</li> </ul>	

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				<p>for case management</p> <ul style="list-style-type: none"> <li>- Where to refer to when there is no diagnosis</li> <li>- People from CALD backgrounds having access to appropriate information/referrals</li> <li>- Effective networking and communication between services</li> <li>- Meeting the needs of sprawling Camden</li> </ul>	<p>needs of CALD and ATSI clients?</p> <ul style="list-style-type: none"> <li>- What services are not represented at Interagencies?</li> </ul>		
<b>Group 2</b>	2 i.e. every 6 months	Half a day i.e. 9am – 1pm	September & February	<ul style="list-style-type: none"> <li>- Service availability</li> <li>- Identifying any existing or possible duplications</li> <li>- Is the interagency useful, serving its need</li> <li>- What's not working in services e.g. difficulties engaging families</li> <li>- Funding issues e.g. retaining staff, retaining services and</li> </ul>	<ul style="list-style-type: none"> <li>- How can services adapt to ensure that they don't duplicate and work together to cover service gaps?</li> <li>- Focusing on solutions not problems</li> <li>- How can services better use government relationships to</li> </ul>	<ul style="list-style-type: none"> <li>- Training resources</li> <li>- Good practice from outside the area</li> </ul>	<ul style="list-style-type: none"> <li>- Reflective practice in itself is evaluative</li> <li>- Online surveys</li> <li>- Development of a book of different websites as a resource</li> </ul>

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				<ul style="list-style-type: none"> <li>programs</li> <li>- Developing partnerships</li> <li>- Sector innovation/sharing resources</li> <li>- Staff training and development</li> <li>- Identifying service gaps</li> <li>- Advocacy</li> <li>- Government policies and procedures that affect good working practice</li> </ul>	<ul style="list-style-type: none"> <li>reach shared solutions?</li> <li>- How can the NGO sector build stronger partnerships with frontline Government agencies to better facilitate the referral process</li> <li>- Keep sharing information even if you think we already know</li> </ul>		
<b>Group 3</b>	Twice a year incorporated into the Macarthur Child & Family Interagency meeting	1 and a half hours dedicated to reflective practice	March & October	<ul style="list-style-type: none"> <li>- Identify barriers e.g. housing and transport, worker turn over and pay</li> <li>- How to improve awareness and access to community services to families e.g. soft entry mapping, supported playgroups,</li> </ul>		Interagency and pooling of strategies	

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				<p>and funding</p> <ul style="list-style-type: none"> <li>- How do we prevent families/children from falling through the cracks after they have approached a service i.e. Follow through and follow-up e.g. children and families with special needs and CALD families</li> <li>- Growth in client demand and static funding</li> <li>- How to communicate information to community</li> </ul>			
<b>Group 4</b>	Quarterly – not all services may find each session relevant	3-4 hours	School terms in the afternoon	<ul style="list-style-type: none"> <li>- Early literacy programs in the region</li> <li>- Supported playgroups strategies</li> <li>- Gaps in services</li> <li>- Finding hidden carers/engaging people</li> </ul>	<ul style="list-style-type: none"> <li>- Which strategies are affective?</li> <li>- What were the aims?</li> <li>- Appropriate to community?</li> <li>- Inclusive of</li> </ul>	<ul style="list-style-type: none"> <li>- DEC</li> <li>- Service Providers</li> <li>- Therapists</li> <li>- Resources</li> <li>- Internet</li> </ul>	<ul style="list-style-type: none"> <li>- Community consultation</li> <li>- Parent evaluations</li> <li>- Suggestion box</li> <li>- Photos/evidence</li> </ul>

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				<p>generally</p> <ul style="list-style-type: none"> <li>- Positive parenting at home</li> <li>- Are we addressing CALD/Indigenous/Disabilities issues</li> </ul>	<p>CALD/Indigenous</p> <ul style="list-style-type: none"> <li>- What strategies are actually working? (listening to communities)</li> <li>- Identifying leaders</li> </ul>	<ul style="list-style-type: none"> <li>- Health centres</li> <li>- Families NSW</li> <li>- Council</li> <li>- Aboriginal/CALD</li> <li>- Family Day Care</li> <li>- Early Childhood Consultants</li> <li>- Disability Services</li> <li>- Training/Workshops</li> </ul>	<ul style="list-style-type: none"> <li>- Data collection</li> <li>- Working in partnership</li> </ul>
<b>Group 5</b>	2	3-4 hours	Spring and autumn school holidays	<ul style="list-style-type: none"> <li>- Identifying ways to work collaboratively with services where we have joint clients i.e. holistic partnerships</li> <li>- Supported playgroups – worker shortage, observations becoming case notes, transitioning to mainstream playgroups and the need for more</li> </ul>	<ul style="list-style-type: none"> <li>- What's not working/what are the gaps in the case management model? What are the models? What do they mean by it?</li> <li>- How available are the workers to move across agencies? E.g. facilitating for another service. Are</li> </ul>	<ul style="list-style-type: none"> <li>- Interagencies</li> <li>- Council</li> <li>- Social workers</li> </ul>	

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				<p>playgroups</p> <ul style="list-style-type: none"> <li>- Services funded for Wingecarribee and Camden – need to get them out there and getting to know who has the funding e.g. Mapping services</li> <li>- Pooling skills and resources to partner on projects</li> <li>- Engaging hard to reach families</li> <li>- EIPP stream – 9-11 year olds are falling through the gaps</li> <li>- OT &amp; speech therapy hard to find for early intervention</li> <li>- Transition to school</li> </ul>	<p>agencies willing to share info?</p> <ul style="list-style-type: none"> <li>- Who is funded to outreach in Camden/Wingecarribee and are they willing to partner? How can we support them to outreach?</li> <li>- Consolidate Interagencies – how do we get the most out of interagencies?</li> <li>- Sharing services across regions, can it happen?</li> </ul>		
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## Group Work 2: Training Needs & Coordination of Family Fun Day

### Training Needs

Group	Training Needs	Number of Training Sessions in a Year
<b>Group 1</b>	<ul style="list-style-type: none"><li>- KTS Child Protection</li><li>- Accidental Counselling</li><li>- Parenting Programs for Service Providers</li><li>- Transition to School</li><li>- Food Handling</li><li>- Disability Awareness</li><li>- Overview from Centrelink – family benefits &amp; entitlements</li></ul>	<ul style="list-style-type: none"><li>- 1 update</li><li>- 1 for new workers</li></ul>
<b>Group 2</b>	<ul style="list-style-type: none"><li>- Attachment Disorders</li><li>- Accidental Counselling</li><li>- Circle of Security Training</li><li>- Cultural Awareness Training (ATSI/CALD)</li><li>- Consultation with HSNET</li></ul>	

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	<ul style="list-style-type: none"><li>- Changes with legislation that effect service delivery</li><li>- Teach/Train the Facilitator Course</li><li>- Courses on getting kids active/eating nutritious foods</li><li>- Submission writing</li><li>- Mental Health and services available</li><li>- OOHC placements with option for placement</li></ul>	
<b>Group 3</b>	<ul style="list-style-type: none"><li>- Align with priorities for reflective practice e.g. how to access/communicate/access government services</li><li>- Family counselling skills</li><li>- How to raise the need for assessment/support to families</li><li>- Engaging fathers</li><li>- Opportunities to connect, build partnerships with ATSI and CALD workers/community leaders from within the local area</li><li>- More practical training on Keep Them Safe e.g. how to tell families you are going to notify</li></ul>	
<b>Group 4</b>	<ul style="list-style-type: none"><li>- Basic Development</li><li>- How to run affective playgroups</li></ul>	

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	<ul style="list-style-type: none"><li>- Implementing Early Years Learning Framework</li><li>- Knowledge: Behavioural problems in children, DV and how to identify, accidental counselling</li></ul>	
<b>Group 5</b>	<ul style="list-style-type: none"><li>- Engaging Dads</li><li>- Evidence based parenting classes/education</li><li>- DoCS advanced strength based training</li><li>- Family worker training and development program</li><li>- DEAF training</li><li>- Mental health in children</li><li>- EIPP data collection in community builders</li><li>- Report writing/case notes/accountability</li><li>- Accidental Counselling</li><li>- DV/Depression</li></ul>	

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## Family Fun Days

Group	How Many Family Fun Day Events?	What Should They Look Like?	When Should They Take Place?	Where Should They Take Place?	Who Could Be Involved in Organizing The Events?
<b>Group 1</b>	Mapping community events across the 4 LGAs – set as an agenda item for the Interagency e.g. Upcoming community events				
<b>Group 2</b>	One in each area – currently in Campbelltown there are numerous	<ul style="list-style-type: none"> <li>- Fun activities for kids of all ages</li> <li>- Free activities</li> <li>- Free sausage sizzle</li> <li>- Information to be given to families on services</li> <li>- Healthy food choices and keeping active</li> <li>- How do we map all the agencies</li> </ul>	School holidays or weekends aiming for warmer weather	<p>A central point within each area</p> <p>Places that don't look like they are attached to a particular agency e.g. a park</p>	<p>Camden 4 Children</p> <p>Depends on who has an interest in taking part – need to look at doing activities collaboratively rather than having a number of activities going on at a similar time</p>

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		undertaking fun days in a particular area			
<b>Group 3</b>	<p>1 LGA supported by the interagency</p> <p>Encourage services to participate in days in other LGA's they cover e.g. Macarthur to Wingecarribee (if relevant)</p>	<ul style="list-style-type: none"> <li>- Interactive</li> <li>- Opportunities for consultation with families</li> <li>- Promoting services/soft entry points</li> <li>- Networking between services</li> <li>- Find out what families want e.g. survey kids and parents</li> <li>- Opportunity to have a stall for your service or organize an activity</li> <li>- Theme for day/week</li> <li>- Make sure the event is well</li> </ul>	School holidays	<ul style="list-style-type: none"> <li>- Low cost venue</li> <li>- Visible</li> <li>- Access to parking and toilets</li> </ul>	<ul style="list-style-type: none"> <li>- Council</li> <li>- Volunteers/students</li> <li>- Funding bodies</li> <li>- Families NSW</li> <li>- Children and Families</li> <li>- School students</li> <li>- Scouts/guides/school leadership programs – groups that need to volunteer/do community service</li> <li>- Advisory councils e.g. Youth, Aboriginal, CALD</li> </ul>

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		<ul style="list-style-type: none"> <li>advertised</li> <li>- Funding for tents/infrastructure</li> </ul>			
<b>Group 4</b>					
<b>Group 5</b>	Four – 1 in each LGA	<ul style="list-style-type: none"> <li>- Whole of community events</li> <li>- Soft entry points</li> <li>- Services doing more than just handing out brochures</li> <li>- Themes e.g. how parents can play with children</li> <li>- Cover all age groups</li> <li>- For grandparent carers too</li> </ul>	<ul style="list-style-type: none"> <li>- Weekends</li> <li>- Spaced so they don't compete</li> <li>- Linking with child protection week, families' week etc.</li> <li>- Coordinate with other events e.g. local expos etc.</li> </ul>	<ul style="list-style-type: none"> <li>Local region</li> <li>Accessible</li> <li>Parking available</li> <li>Safe</li> <li>Known to community</li> </ul>	<ul style="list-style-type: none"> <li>- Animal farms</li> <li>- Council</li> <li>- Service providers</li> <li>- Religious groups</li> <li>- Schools</li> <li>- Preschools/childcare</li> <li>- Family day care</li> <li>- Everyone</li> <li>- Chambers of commerce</li> <li>- Philanthropists</li> <li>- RFS, SES, police, St Johns etc.</li> </ul>

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					<ul style="list-style-type: none"><li>- Rotary, Lions etc.</li><li>- Media including community radio</li><li>- Interest groups</li><li>- Car clubs</li><li>- Food and beverage for parents</li><li>- Centrelink</li><li>- Bus companies/transport forums</li><li>- Inclusive for disability</li></ul>
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