

Pregnancy and Family Services Strategy to 2020

Inspired by Caroline Chisholm, we support pregnancy, children and families across Victoria from offices in Moonee Valley, Goulburn Valley and Caroline Springs.¹

By 2020, the families supported by the Caroline Chisholm Society will be more able to keep children safe and healthy. Parents, families and communities will increase in confidence as a result of our support. We will do this by providing quality family and pregnancy support.

Our Pregnancy and Family Services plan to 2020 is to do this by providing quality family and pregnancy support, with authoritative leadership in social and community work locally and by influencing policy nationally.

We will also do this by locating our services closer to our client base. We will know we are on track if we are free of charge, reliable and a well known service provider in Victoria and evidence based evaluation illustrates our success.

Pregnancy and Family Services plan for 2015

To achieve this, we will	We will know we are on track if	It will be led by
1. Provide one off welfare appointments	<ul style="list-style-type: none"> • A policy and procedure is clearly articulated and followed and as a result: <ul style="list-style-type: none"> • Client appointments are scheduled or offered in drop in clearly articulated arrangements • Clients attend appointments as scheduled • Clients immediate needs are met • Clients have access to emergency appointments necessary • A roster is set so that staff absence does not impact on client appointments 	Manager, Pregnancy and Family Services (w Senior Practitioner, Moonee Valley)

¹ Our Goulburn Valley Strategy and Plan is articulated in a separate document

To achieve this, we will	We will know we are on track if	It will be led by
2. Provide single session counselling appointments	<ul style="list-style-type: none"> ● We are available to calls and drop-ins for counselling Monday to Friday 9-5. ● Clients immediate need for support is met ● Referrals are made to appropriate services 	Senior Practitioner (Moonee Valley)
3. Offer pregnancy and ongoing family support by counseling and casework through integrated family support and specialist homelessness support	<ul style="list-style-type: none"> ● Parents are better able to care for their children, are able to maintain a safe and nurturing environment, meet the developmental needs of their children, and have knowledge of or are engaged with wider community support. ● Agreed goals are being met ● Positive change is being achieved according to the outcomes star assessment tool. DHHS funded targets for IFS and SHS are met. 	<p>Manager, Pregnancy and Family Services</p> <p>Manager, Pregnancy and Family Services</p> <p>Manager, Pregnancy and Family Services</p> <p>Manager, Pregnancy and Family Services</p>
4. Provide parenting education groups and supported playgroups	<ul style="list-style-type: none"> ● Each year, we offer one supported playgroup running in each of the Brimbank Melton and Western Melbourne catchments. ● Each year, we offer one parenting education program or group in Western Melbourne or Brimbank Melton catchments. ● Parent enrolment at groups is viable and attendance at groups increases over time. ● Staff are adequately trained and supported in conducting group work activity. ● We have applied for funding to allow us to run groups at suitable venues with suitable equipment. 	Manager, Pregnancy and Family Services

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<p>5. Supplement our support with mentoring and maintenance by trained volunteers</p>	<ul style="list-style-type: none"> • More referrals for mentoring and maintenance volunteers are received. • Our maintenance program is sustainable. • Additional volunteers recruited in outer Western Melbourne to meet client need and compatibility • Mentors and HHH have the skill set to meet the needs of the client group as indicated in program evaluation forms and client feedback forms. • Volunteers are retained 	<p>Manager, Pregnancy and Family Services</p> <p>Manager, Pregnancy and Family Services Volunteer Coordinator (Melb)</p> <p>Volunteer Coordinator (Melb)</p> <p>Volunteer Coordinator (Melb)</p>
<p>6. Maintain ongoing quality improvements</p>	<ul style="list-style-type: none"> • Introduce at least one new quality improvement measure per year, this can include the following <ul style="list-style-type: none"> ○ Review of staff induction system resulting in Improved staff induction for new staff. ○ Use of training budget to support staff in achieving improved competencies. ○ Review of Outcome STAR and implementation of motivational interviewing training session. ○ Conduct planning day for IFS and SHS 	<p>Manager, Pregnancy and Family Services</p>

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<p>7. Ensured continued service development</p>	<ul style="list-style-type: none"> ● Major service development opportunities and risks are identified, analyzed and responded to appropriately. ● Participate in local and state-wide processes informed by a strong evidence base. <ul style="list-style-type: none"> ○ Each worker has a nominated portfolio involving community engagement. ○ WE actively engage with universal services in the Brimbank Melton integrated family services catchment ○ We actively engage with universal services in the Western Catchment Integrated Family Service catchment ○ We actively engage with SHS activities in Western Melbourne. ○ We actively engage with Brimbank Melton Connect activities. 	<p>CEO</p> <p>Manager, Pregnancy and Family Services</p>