



**Caroline
Chisholm
Society**

Newsletter

Summer Edition - Feb 2018



Share our story!

Last year during Children's Week we had a party at Caroline Springs which was supported by the Victorian Government. As a result, we produced a wonderful video which explains who we are and what we do.

Check out the video here:

<http://caroline.org.au/ccs-video-childrens-week-2017/>

Please share it with your family, friends and colleagues.

Spotlight on... Christmas!

We are feeling very blessed this morning with very generous gift donations from a supporter - thank you Tanya - who has just visited with a delivery of toys to our Caroline Springs office. And a visit from Samantha Rennie, Community Engagement Manager with Tobin Brothers filling our reception in Essendon with beautiful gifts.



Here in Shepparton we held our Christmas Party yesterday. 20 volunteers and staff members at the last 'Last Straw' call to celebrate a busy and productive year. Thank you to everyone for their efforts in 2017 and we look forward to more to come in 2018! And special shout out to the ladies of the 'The Country Women's Association of Victoria Inc. - CWA Shepparton Branch, thank you for your support and collaboration, and a special thank you for your generous donation to purchase winter clothing. Our office is filled with Christmas cheer with generous gifts we have received with one local grandmother already in receipt of some gifts for children who might not otherwise experience the meaning of giving and receiving - it's starting to look and feel a lot like Christmas!



A big shout out to Bummyp Warehouse - Carolin generous gift of toys made to our CCS Office has volunteer Martha was on hand to receive the bur

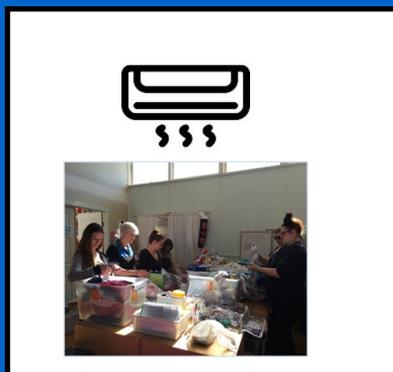


Every year, without fail, Caroline Chisholm Society knows of new and expectant parents who need help and support during the Christmas period. Whatever their cultural or faith background, it is a time of great need during which society has a lot of expectations. And, every year, without fail, the community rallies to support us to meet that need.

To all of you; our members, staff, volunteers or supporters, we want to say thank you.

We have examples from service clubs, like the Caroline Springs Rotary getting a Christmas Tree to a family and them being able to have a particularly special lunch on the day. From businesses, like Tobin Brothers, supporting those who are grieving to give to others in need in the memory of their families. From community, like the Country Women's Association in Shepparton helping us get ready for the next season with winter clothes. It will be upon us soon!

Thank you to our supporters from our volunteers in Shepparton!



Thank you to Courts Victoria for a split system air-conditioning unit! A personal donor has also sent us a cheque to pay for installation, so we are very excited about getting to sort new and pre-loved baby and maternity goods in a cooler room. It's a sunny community we work in and the work is hot!

We also received a donation of 10 tins of baby formula from Potters Branch of CWA, which was very timely and much appreciated. We will be giving these to families in need who are unable to breastfeed.

From the CEO



The Caroline Chisholm Society is in a time of review and renewal. Our Strategic Plan was last fully reviewed in 2014 when we wrote a plan of what we'd be doing in 2015 to 2018. In that plan, we said we wanted to support pregnancy, children and families through our professional agency of social and community services for expectant and new mothers.

Our strategy remains to grow into three sustainable locally embedded sites in Moonee Valley, Caroline Springs and Goulburn Valley by 2025. Our new plan will continue to focus staff and volunteers on effective services, strong finances and sound governance. We will continue on our journey to being 'bigger but not too big' by 2020. We do that because we want women during pregnancy and early parenting to be empowered to create a safe and nurturing environment for their babies and toddlers. In doing so, we aim to prevent and alleviate the impacts of poverty, homelessness, family violence and issues with mental health.

Our plan for the last four years included such activities as having a fit for purpose site in Moonee Valley, funded projects in Shepparton, and continuous quality improvements in Caroline Springs through the Outcome Star, a tool we use to allow our clients to guide our work with them and measure the success of the program. As you know from our updates over these years, many of these objectives have been met. So it's time to think about what our next four years will look like.

We have several processes underway to consult on what should be included in these plans. We have recently had

our Quality Review, where external reviewers interview our Board, managers, staff, volunteers, clients and colleagues. They pull our files, HR and client, to check that we do what we say we do. Then they write a report. In it, it will include some things we should consider in our new strategic plan. In addition, we have a leadership structure review underway, and a review of HR processes that occurred over the last 12 months. It's fair to say, that this is a time to have good old fashioned think. In that context, we have a transition manager in place while these reviews are underway to manage immediate issues coming up and identify the operational matters that we should consider in our strategic plan.

To date, the themes arising from the discussions include funding for our ideas (e.g. How do we create the ability to focus on it?), supporting a positive culture (e.g. How can we invest in a learning culture? How can we have more effective risk strategies and accountability?) and quality integration (e.g. How do we link our compliance work to our practice?). I anticipate that the results of the reviews will be clear in the first quarter of this year (including the response to risk) and we can spend the second focused on a service record system helping us achieve quality integration and thinking about ideas for the future for funding services.

I invite all our supporters to send us a message to secretary@caroline.org.au if there are activities that you believe we should be thinking about for the next four years that will help us deliver our mission—a range of pregnancy and family support services that respond to the needs of families and support them to achieve and maintain a safe and nurturing environment.

In the spirit of Caroline Chisholm,

Helen Cooney



Have your say!

Caroline Chisholm Society is writing its strategic plan. Please provide your advice and ideas by emailing us your views by the end of March.

E: secretary@caroline.org.au

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