



Caroline Chisholm Society

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Volunteer vignette

One of our volunteer mentors shared a beautiful story about a woman she is supporting. Our volunteer was in the home of the CCS client and was demonstrating how to make meatballs. The client took a phone call during the session and was explaining to the caller that she had "a lady like a Grandmother showing me how to make meatballs" then explained how great it was to have a Grandmother.

Our volunteer mentor was touched by these sentiments and felt that she was really helping this young woman who has no family support and has never had anyone in her life to show her how to manage things we might take for granted. It was all the more special because our volunteer wasn't sure to that point that she was having any impact on the woman at all.



Party Plans

CCS staff are planning a party to coincide with the AGM in October this year. The aim is to dress up, have fun and celebrate our wonderful work (NB this is NOT a fundraiser!!). We are in the planning stages. At this stage, we have suggested that anyone who wants to come arrange a table of 10 guests. It would be wonderful to hear from you if you are interested in attending, or if you would like to help us organise the party, or maybe you could offer some suggestions - should we have a theme? Should we have live music or a DJ? Should we have a sit down dinner or finger food? Should we have a guest speaker? Should we have door prizes - what might they be? Should we have a talent quest??? Please contact us through secretary@carolinechisholmsociety.com.au

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Suggestions about CCS future...

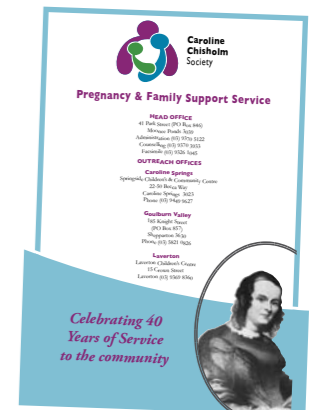
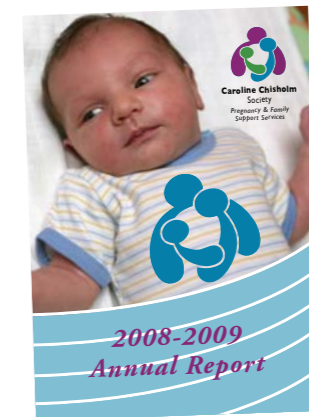
CCS is entering an exciting new phase in its history under new management and a Board that is committed to embracing the essence of CCS while seeking opportunities to grow our operations. Opportunities that have been explored previously are now actively being pursued including research, program expansion and importantly, identifying new ways to increase revenue within the intent of the CCS mission.

We are very interested in hearing from you about any opportunities you think we should explore. Your suggestions will be incorporated in strategic planning which is currently underway at both Board and operational levels.

Annual General Meeting

The meeting to report the results for 2008-09 was held in February.

It was a low key event given our need to report again later this year. Our AGM for 2009-10 will be on Tuesday 19 October 2010 at 4pm. Please make a note in your diary - it would be great to see you at this important event.



Consumer representation

CCS staff put the client at the centre of the care process, and use evidence to inform support provided. Our processes can be enhanced by consumer representation at both Board and operational levels. If you or someone you know have been supported by CCS previously and are able to commit to quarterly meetings of 2 hours to assist in areas such as policy development by providing the consumer voice, or have any ideas about how we might recruit consumer representatives, please contact us.

Inside this issue:

Table with 2 columns: Article Title and Page Number. CCS Future 1, Consumer Representation 1, Annual General Meeting 1, Volunteer recruitment 2, HASS Accreditation 2, Student Volunteers 3, CCS Shepparton 3, Through a case worker's eyes 3, Volunteer vignette 4, Party Plans 4

WE'RE ON THE WEB:

www.carolinechisholmsociety.com.au

Your Opportunity to Support the Caroline Chisholm Society

Yes I would like to give a donation of \$.....to assist the Caroline Chisholm Society's work

My Cheque/money order is enclosed. Please make cheque payable to "Caroline Chisholm Society or

Please debit my Visa Card, Master Card, Bank Card

Card number [input boxes]

Expiry Date [input boxes] Signature .....

Address .....

Phone number (...) Email Postcode

Would you like further information about

Volunteering, bequests, membership, events and fundraising

Donations above \$2 are tax deductible



We need your help! secretary@carolinechisholmsociety.com.au or 0393705122



**Caroline  
Chisholm  
Society**



## Volunteer recruitment

Every year CCS supports almost 2000 young women and their families to achieve their maximum potential despite often difficult circumstances in which they find themselves. CCS receives Victorian Government funding to provide family services and a housing program, and Australian Commonwealth

Government funding supports our volunteer program. We are very fortunate to have approximately 100 volunteers who assist with administrative duties, sorting and distributing material aid, knitting/sewing/crocheting either for clients or for sale, fund raising, servicing / repairing goods before they are distributed to clients, assisting clients with moving large household items and furniture and supporting clients in their homes through mentorship programs where mentors work closely with case workers. Without our volunteers CCS could not provide these critical complementary services. Conservative estimates (based on \$20 per hour) demonstrate that CCS would have to expend an additional \$100,000 per annum to pay for the work that our volunteers contribute. Despite the very generous gifts our current volunteers offer, we want more!!!

CCS has a goal to increase direct client support through volunteers. While we have not actively recruited specifically for volunteers to assist in clients' homes, volunteers have approached us seeking to assist in this way. Given this interest, CCS is very excited about facilitating this type of program. Encouragingly, CCS has been approached by peer organisations to share resources in supporting volunteers to work directly with clients. So, if any of you are interested, or know of anyone who might be interested in working directly with vulnerable families through volunteering, please contact either **Glenda Rumble (CCS Volunteer Coordinator)** or **Suzanne Sinni (CCS CEO)**.

## HASS Accreditation

CCS is currently going through a busy process of self assessment in service delivery within the housing program as required by our funding body the Department of Human Services and the Office of Housing. The external review was 7th and 8th June.

The Victorian Homelessness Strategy identified the need to develop an accreditation system as a means to define the consistency and quality of services that consumers, funding bodies and the community can expect from community-managed homelessness and family violence services. An important first step in this work has been the development and trial of the Victorian Homelessness Assistance Service Standards (HASS). The HASS standards provide us with the basis of evidence to demonstrate high quality performance for a number of purposes including accreditation, and funding and program guidelines. CCS is expected to demonstrate quality improvement activities based on self-assessment against HASS and we are confident that we can and are successfully meeting these requirements.

The development of HASS has been a key component in establishing a broader quality framework, which includes a focus on both assuring quality services and improving service delivery.

CCS will keep the membership informed of the outcomes after the review is conducted. Should you have any questions about this process please contact the Program and Quality Director, Alfina Sinatra.

## Student Volunteers

CCS works closely with local schools to support their VCAL and Community Service programs. In turn, the students provide assistance with the material aid program, garden maintenance and administrative tasks. Fourteen VCAL students from St Columba's College visited the Park Street premises in April where they were given an introduction to the work of CCS and also sorted a very large donation of baby jumpsuits. The students will volunteer at CCS in small groups for the remainder of the year and it is hoped their tasks will expand to client support with tasks such as shopping for groceries. Year 9 students from Penleigh and Essendon Grammar School will volunteer in small groups over the next two terms as part of the 9ers Program. Students will also be given an introduction to the work of CCS and will sort material aid.

## News from the CCS Shepparton Branch (Goulburn Valley Pregnancy Support Service)

Here at the Shepparton branch we have been on the move for the second time in a little more than a year. Relocating to 16 Broomfield Street in March 2010, we are settled in now with the other two agencies Community Care and Rad.com. that we shared with for the past year. This combination is working very well as we all have similar philosophy and a common objective to support people in need. Client families have readily adapted to the move and Margaret Price, our Co-ordinator since 2003 does a great job with our valued volunteers in making the premises work in terms of a welcoming office/interview room and storage shed for the material aid.

Peita Mastin-Lundberg who has been volunteering with us since she was a teenage mum herself (1998), has been our part-time (2 hours week) paid material aid worker. She has set the banner high with her great skills on the internet seeking out baby goods and great donations to support the needs of our low-income families. Peita has used networking skills to an advantage with the other family centred agencies who conduct public baby care expos annually. Sadly for us, Peita is leaving to further her other work in the child-care field and our loss is its gain.

### A client's story through a caseworker's eyes.

*This story has been modified to protect the privacy of individuals involved and is an amalgamation of several cases. Case workers have a unique and privileged opportunity to work very closely with families that seek support when they feel they have little resources left to manage what many take for granted. The following story illustrates how case work helps families.*

*I have been working with a family of two parents and four children: a three year old, twins aged two years and a six month old baby. Both parents have worked with me, although my main point of contact was with the mother. The father said they were unable to take the children out of the home because they were unable to control them. This meant that the children were in the house all day. During our early contact, I watched as the parent(s) and/or grandmother followed the oldest child around the house trying to entice her to eat/drink/play without success. The twins seemed to mimic the oldest child's behaviour. The mother reported that children didn't have regular sleeps during the day and often went to bed after ten o'clock at night, then woke every two hours until five o'clock in the morning when the next day would begin. I saw one of the twins hit, bite, kick and punch his parents and siblings, including the baby. My initial work with the family started by trying to get them to identify who in the family was the boss. While the father said that he was, the mother was following the elder child around trying to get him to eat. When I pointed this out, the father said that probably the children were in charge.*

*I accompanied the mother and the older three children to the park to get the children outside and assist the parents in keeping their children safe and to feel confident taking the children out. This limited the time I had to develop parenting techniques with the family so arranged a volunteer mentor from CCS to work with this family by taking the children to the park with the parents and modelling play issues with the children and parents. This enabled me to work with the parents on the specific issues of sleep and eating routines. After a couple of visits the mother served meals to the children on a mat on the floor in the room where they spent most of their time after turning off any distractions (digital and electronic games etc). If any of the children left the mat, the food was removed. The following week the children ate at the table in the kitchen and reported that they were eating more and not snacking continually. The parents also reported that they had commenced putting the children to bed at 8pm which they were able to move to 7pm each night over the course of a week. The parents reported a big change in the behaviour of the children, particularly the eldest child which was a great relief to the family. The changes in the family dynamics were obvious after a few weeks of intervention.*