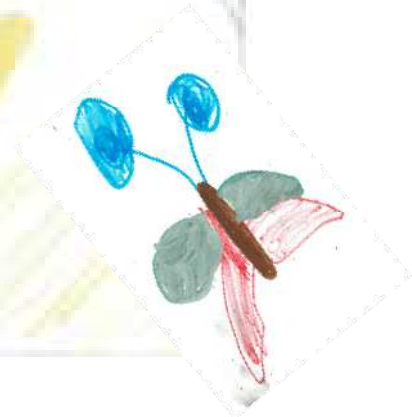


moss^{inc}
merri outreach support service inc



Children's Specialist Support Service



History of Children's Specialist Support Service (CSSS)

- Merri Outreach Support Service (MOSS) was successful in gaining funding for a pilot program until 2013
- CSSS is based on the Bright Futures model developed by MOSS in 2006-2007



Aims of CSSS



- **Flexible and immediate responses**
- **Improve access to services**
- **Increase inter-service collaboration and communication**
- **Enhance the understanding and capacity of the homelessness service sector**
- **Reduce stress on families by addressing support needs**





What does the Children's Specialist Support Service (CSSS) provide?

CSSS offers three streams of support:

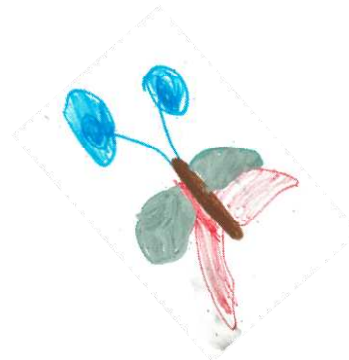
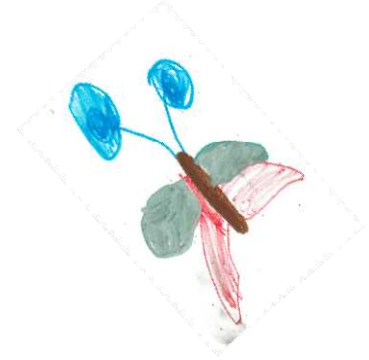
- 1) Assessment and development of case plan**
- 2) Enhanced Case Management**
- 3) Bright Futures Therapeutic Group Work**



Stream 1 – Assessment and Development of Case Plan

- All referrals come through Stream 1

- Work with referring agency to assess child or young person's needs and develop a case plan



Stream 1 – Case Study

- **Phone call from referring agency to discuss potential referral**
- **Go out with referring agency to conduct assessment**
- **Develop case plan with referring agency and family**
- **Referring agency continues to work with the family towards case plan**





Stream 2 - Enhanced Case Management

- Provide enhanced case management to children or young people with complex support needs
- Short-term support



Stage 2 – Role of Enhanced Case Management

Impacts of Homelessness	Interventions
Developmental delay	Intensive support
Social exclusion	Linkages into appropriate services
Interrupted education	Build positive interaction with peers, family & community
Mental and physical health issues	Minimise anxiety or stress
Behavioural issues	Advocate on behalf of children and young people
Connectedness with family and peers	
Low self –esteem	
Trauma grief and loss	
Parentified role	





Stream 2 – Case Study

- Sally is an 11 year old Indigenous girl residing with family in the North West Metro region
- Family has a history of being transient and Sally has been to 6 schools so far, she is currently in grade 5
- Due to the transience Sally has missed over 2 years of schooling and is behind her peers academically
- Sally's house is overcrowded, which impacts on her ability to complete homework like reading, maths, English etc.
- Due to the overcrowding in the home Sally lacks awareness of personal hygiene and this impacts on her social interactions, confidence and self-esteem
- Due to having so many services and workers involved with her family, Sally finds it difficult to trust workers

CSSS interventions:

- Build strong relationship with Sally by seeing her weekly at school
- During weekly sessions doing activities that address confidence and self-esteem
- Linkages to extra educational support – Bert Williams
- Linkages to basketball
- Facilitation of case conferences to establish clear roles and responsibilities
- Close working relationship with the school to support extra educational needs



Co-case Management & its benefits

- Key feature of Children's Specialist Support Service (CSSS)
- Involves referring worker, child or young person, parent and CSSS working in collaboration
- Ongoing liaison between referring agency and CSSS
- Benefits include that resources, knowledge and skills are shared between workers and organisations





Team Case Management & its benefits

- **Children's Specialist Support Service team share responsibilities**
- **Consistent standard of service delivery for all children**
- **Lowers the likelihood of child becoming dependent**



Stage 3 - Bright Futures Therapeutic Group Work



- Therapeutic Music and Creative Arts group
- Provides a space away from the stressful times that children may have encountered through their experience of homelessness and /or family violence
- Therapeutic methods such as music e.g. improvisation and song writing, art, storytelling and performance, puppetry, team building games, large and small group discussions are used to create a safe and relaxed atmosphere



The goals of 'Bright Futures'

- **Increasing positive interaction**
- **Enhancing and building confidence and self esteem**
- **Reducing challenging behavioural issues**
- **Alleviating anxiety and stress related tension**
- **Reducing isolation**





The logistics of the Bright Futures group



- Two groups are run per school term
- 9 – 12 year old group and 5 – 8 year old group
- Groups run for 2 ½ hours
- Maximum of 10 children in each group
- Holistic in approach - Parents and schools are contacted on a regular basis
- Parents are invited to attend the first and the last session
- Co-facilitation opportunities for referring agencies
- Minimum of 3 co-facilitators



Bright Futures – Case Study

- **9 year old girl who has experienced a history of homelessness due to parental issues with drugs and alcohol**
- **Unsafe environment due to on-going family violence**
- **Impact of trauma evident in physical presentation e.g. small for age, appeared undernourished (horde food)**
- **Presented as being withdrawn and unsure of herself and lacking any sense of positive self regard**

Intervention and outcomes

- **Encouraged and provided with space to talk and listen to others**
- **Provided with alternative means to communicate and express her emotions**
- **Became more confident in her physical appearance**
- **Began to join in discussions and contribute ideas**
- **No longer hoarded food**
- **Didn't want to leave at end**
- **Went on to do another group and facilitators fed back that she was like a different person**

Eligibility

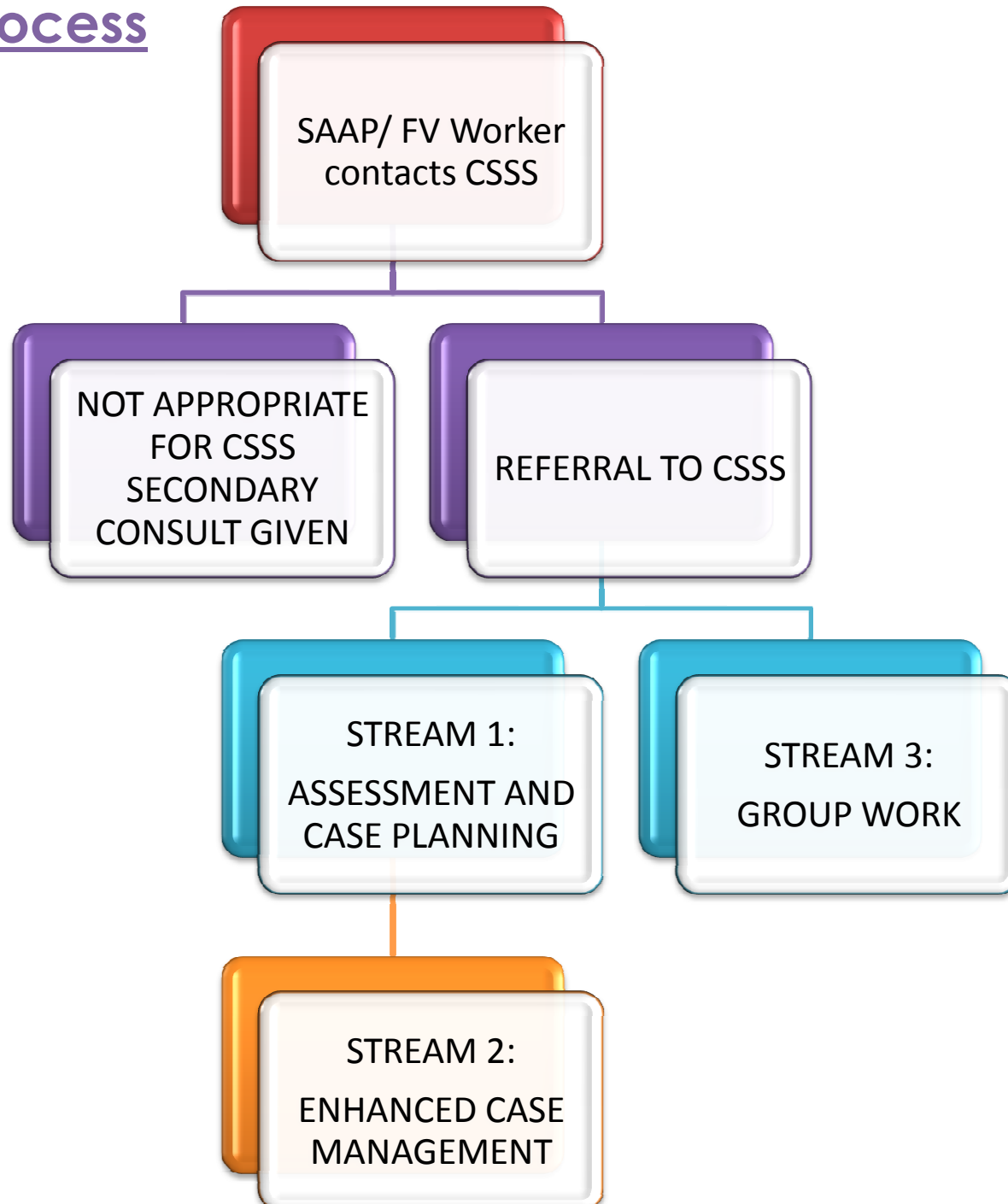
- Children or young people aged 0-18
- Family is accessing a SAAP/Family Violence service within the North and West Metropolitan Region
- Service agrees to co-case management



CSSS North West Region Boundaries



Referral Process



A child's drawing on a white background. At the top, a large rainbow arches across the frame, composed of several thick, colored bands: yellow, red, green, and brown. Below the rainbow, two simple, smiling human figures are drawn. The figure on the left has brown hair and is wearing a light blue shirt and blue pants. The figure on the right has long, wavy blue hair and is wearing a light blue shirt and a pink skirt. Scattered around the figures are several small, colorful hearts in shades of pink, purple, blue, and yellow. The background is filled with faint, light-colored scribbles.

Thank You

Art work pictures designed by Bright Futures Therapeutic Group & other MOSS program clients.