

**METROPOLITAN DIVISION**

**NORTHERN SUBURBS  
FAMILY SERVICES  
1993/94**

Service Unit Bulla Family ServicesService Description

The provision of a range of family services to the Shire of Bulla. Emphasis is on family counselling and the provision of support to this new community.

Services Changes

The primary focus is on the expansion of existing services however this year with additional staff we will put more emphasis on social action and the programme planning.

Programmes

- \* Community development
- \* Family/Individual counselling
- \* Service development and planning
- \* Occasional care
- \* Youth services
- \* Emergency relief

**Budget \$250,000**

- Staff:
1. Manager
  2. Full time community development worker
  3. Part time counsellor
  4. Part time administration assistant
  5. Two child care worker (13 hours)

Service Unit Bulla Family Services

Programme Service Development and Planning

Description

A key role is the identification of services and needs and the establishment of appropriate services.

Performance 92/93

With the employment of a social worker/family counsellor the manager has now very limited direct service provision which means that the identification and provision of services has become one of the key tasks of the managers position. The numbers of people using all our services increased significantly over the period 92/93.

Output Expectations 93/94

With negotiations with the Shire of Bulla it is likely now that by July/August 1993 we will have moved from our present premises to a community facility that will have some of the features of a neighbourhood house. It has always been our intention to be different, creative and innovative. If we can successfully marry the "formality" of our family services with the more informal setting provided by the new facility we will indeed have succeeded in being different and creative, with the move into the new premises we will set up a local committee of management.

To identify in the newer parts of Craigieburn a location of another premises, this would likely be a small house, which we would rent. This house could be the forerunner of a future neighbourhood house in that area.

As the managers role moves away from direct services the opportunity for consulting becomes a possibility. There are numerous professional/volunteers in the community who come to our agency for advise/guidance on case management. This has been an informal response we now have the opportunity to formalise this, this could take the form of:

1. Skills development
2. De-briefing
3. Case management/supervision

**Budget: \$50,000**

Service Unit Family/Individual counsellingDescription

The provision of a counselling service to individuals and families.

Performance 92/93

High demand for this service with particular issues around 1. sole parent 2. Behavioural problems with children and 3. Step families.

Output Expectations 93/94

To continue to deliver individual/family counselling. However with clear patterns emerging in terms of why people are coming for counselling to provide some focussed, time limited groups around sole parenting and step families. Within the casework role we have there is often need for some specialist ie. psychiatric assessment. These kind of services are often very limited and there are long waiting periods involved. It would be very beneficial if we could have access to these kind of services on occasions.

Budget: \$22,000 salaries/administration  
\$5,000 consultancy fees

Staff: one part time social worker

Service Unit Bulla Family Services

Programme Occasional Care

Description

The provision of occasional care so that caregivers can part take in recreational/social activities.

Performance 92/93

The attendance rate was extremely high and a third session was started.

Output Expectations 93/94

There will be no expansion to this service in terms of providing extra sessions. Because this service is provided away from our other services the flow through to other services is not as good as we had hoped. It would be important that this service be situated where the main body for family services operates from.

Service Area Family Services

Service Unit Bulla Family Services

Programme Emergency Relief

Description

The provision of financial assistance to residents of Craigieburn/Roxburgh Park who are in financial need.

Performance 1992/93

We gave out \$3,000 in terms of financial assistance. We are now part of a roster system in Craigieburn where the community health centre and ourselves provide emergency relief on designated days.

Output Expectations 1993/94

To continue to offer financial assistance however to look at other initiatives with the Brotherhood of St. Laurence and see if there is some way we can involve the recipients of the relief - other programmes at present there is no flow on at all from the recipients of emergency relief and other services.

**Budget: \$5,000**

Staff: Part of case work

Service Unit Bulla Family Services

Programme Youth Services

Description

A group of young women who meet weekly. The majority of these young women attend the local high school and are between 14 and 17 years old.

Performance 1992/93

Craigieburn Family Services took on the responsibility for running Craigieburn Young Womens Group. During the year the group received a grant of \$2,000 from the Office of Youth Affairs.

Output Expectations 1993/94

While we acknowledge there is a need in the area of youth services we have decided not to expand the services we are offering. The reasons for this is that the Shire of Bulla have increased the number of people working in the youth services in the Craigieburn area and area planning and extension of the existing services. We have therefore decided not to run any youth activities in 1993/94.

Service Area Family Services

Service Unit Bulla Family Services

Programme Community Development

Description

The primary task is to assist in the development of community networks and supports to the population of the rapidly growing area. Work in this area can be divided into 1. groups & 2. social action

Performance 1992/93

Commenced work in Roxburgh Park in conjunction with the Urban Land Authority. Embarked on first social action project with the setting up of the local action transport group. Started two new group (1) talk 'n' doers group which is a group of new mums who don't want an informal drop in group but prefer a more activity focussed group and (2) new residents group which is a group of local residents whose aim is to provide new residents to the area with information about local groups, clubs and services.1

Output Expectations 1993/94

Continue to resource existing groups. In the area of social action to monitor and comment the new housing developments in terms of the (1) provision of community facilities (2) the provision of services/transport.

Also in light of the present changes in legislation ie. tax on properties to support local residents where they are planning to take action where appropriate to indicate this action.

**Budget: \$42,000**

Staff: One full time worker



Service Unit Bulla Family ServicesProgramme Administration SupportDescription

This is a twenty hour a week position which provides secretarial/receptionist support to:

1. Manager (full time)
2. Community Development Worker (full time)
3. Social Worker (part time)
4. Two child care workers (part time)

Performance 1992/93

This position was filled in February 1992 it has become a very pressured position not only does this position provide support to the above people it also support the range of activities generated by occasional child care and the groups run by community development worker.

Output Expectations 1993/94

That this position become a full time position when we move to the new facility we have given some indication that we would provide administration support. The couldn't be achieved at the present situation of twenty hours a week. In negotiation with the shire we have attentively committed ourselves to providing some administration support. This would demand a further 20 hours. This could be filled by a trainee.

**Budget: \$33,000**

Staff: One full time  
One part time