

**EMR Family Reconciliation Best Practice Group  
Thursday 15<sup>th</sup> November 2007  
Venue: Wesley Homelessness & Support Services**

Topic	Discussion
1. Introductions	Amy Carson, FRMP; Janelle O'Brien, YSAS Reconnect; Jacqui Sundbery, YSAS Reconnect; Bernadette O'Flaherty, Harrison Community Services; Kirstie Edwards, Harrison Community Services, Narelle Kolaritsch, Harrison Community Services; Jane Healey, Wesley - Creating Connections; Rhianna Perkin, WEAC
2. Apologies	Monika Thornley, YFC; Jemmah Drew, FAN; Alana Liggett, REFS; Heather Cummings, REFS; Frances, Anchor
3. Previous Minutes	Previous minutes passed
4. Service Presentation	<p><u>Jane Healey - Wesley Housing &amp; Homelessness Services - Creating Connections Program</u>  <u>"Youth Housing Placement and how it relates to Family Reconciliation"</u>  Youth Housing Placement program is part of the Youth Homelessness Action Plan 2 (YHAP2)</p> <ul style="list-style-type: none"> <li>⇒ role provides secondary consultation with front doors working on CHART</li> <li>⇒ mapping of significant others in YP's life and assessing potential for reconciliation</li> <li>⇒ provides crisis support for YP waiting for a housing placement</li> <li>⇒ Jane is interested in increasing contact with different services and is currently contacting services to discuss referral pathways</li> <li>⇒ Jane emphasised that family reconciliation is not about forcing YP home; rather reconciliation where appropriate</li> <li>⇒ Discussed referral pathways for family reconciliation work in the Eastern Region ie. Harrison Community Services</li> </ul> <p><u>Case Study</u>  Jane provided case study to illustrate some of the work that she does in her role:</p> <ul style="list-style-type: none"> <li>⇒ Young couple presented at Wesley who were living with young man's mother's house</li> <li>⇒ Young couple initially moved to a rooming house and then moved back to mother's house</li> <li>⇒ YP's mother was finding it difficult with young couple living in house and had another child with an ABI</li> </ul>

	<ul style="list-style-type: none"> <li>⇒ Youth Housing Placement Program was able to organise respite for child with an ABI, material aid support, YP’s mother was also able to ring and gain support over the phone when required</li> <li>⇒ Jane receives referrals from entry points, receives lots of referrals from Anchor, CHL and Harrison Community Services</li> <li>⇒ Has short term case management of 4-6 weeks although can be flexible and provides outreach</li> <li>⇒ Discussion around what ‘Intensive Case Management’ means; Jane provides support on an ‘as needs’ basis can be seeing a YP on a daily basis if/as required</li> <li>⇒ Has limited brokerage for respite</li> <li>⇒ Referrals can be made directly to Jane and does not have to go through the front doors; referral via phone (Jane can also be a secondary consult)</li> <li>⇒ Has a case load of eight YP; covers entire eastern metro region</li> </ul> <p><u>Research: Catching Families</u></p> <ul style="list-style-type: none"> <li>⇒ Research carried out by Catchment Youth Services</li> <li>⇒ Found that there was not a consistent approach to family inclusive practice with YP</li> <li>⇒ One finding was that while all project participants agreed that having family included was a great idea - no YP believed that it would work for them “just not for me”</li> <li>⇒ Jane advised that much of family inclusive practice is the informal work; also important to raise family at intake as well as keeping family involved and informed is a good thing</li> <li>⇒ Summary of research handed out to attendees</li> </ul>
5. Worker Reflection and sharing of case studies	<p>Jackie, YSAS queried respite options for YP and their mother on ‘neutral’ ground; suggestion to try ‘Benwerrin’; suggestion to contact Salvation Army Eastcare who have access to beach houses; also suggestion to speak to Kim Burns at ICMI - Hanover regarding brokerage for intervention</p> <p>Rhiannon, WEAC raised ongoing issues with DHS Child Protection and obtaining an appropriate response when YP in mid-teens; discussion around YP moving into THM’s with minimal living skills etc; also discussion of experiences with <i>Finding Solutions</i> program</p>
6. Resources, Training, Events & Sector Updates	<p>Jackie, YSAS advised of upcoming drama program over the Christmas school holidays for YP through Croydon Secondary College</p> <p>Bernadette, Harrison Community Services advised of new mediation team and referrals are currently being received through the Intake Worker</p>
7. Next Meeting	It was suggested that Anglicare Child FIRST be invited to come to meeting and present about program

and referral process. Amy, FRMP to contact Child FIRST and invite to next meeting.

9:30am - 11am

Thursday 14<sup>th</sup> February 2008

Harrison Community Services

1012 Little Burwood Hwy

Wantirna South (Knox Shopping Centre, above 'Cash Converters')