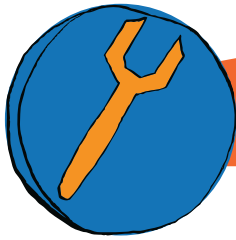


Who ELSE MATTERS?



TOOL 6H: MAPPING THE SERVICE SYSTEM

LINKED TO:

- Sections 6.7 & 6.9



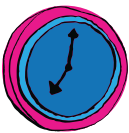
WHY?

- To develop a better understanding of the services and supports available to children and families in your local area



WHO WITH?

- Workers/staff teams



TIME?

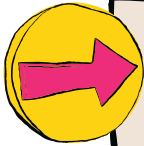
- This activity can be completed in around 20 minutes with ongoing opportunities to update



YOU'LL NEED?

- Template
- Local resource lists (ie CONTACT, the Big Red Book)

Who ELSE MATTERS?



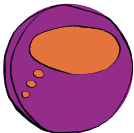
WHAT TO DO:

- As a group identify the different service sectors that exist in your local area. (These might include homelessness services, child protection, family violence services, education, welfare, alcohol and other drugs, family support, police etc)
- Label each segment of the map and identify which services you might put in that segment
- Brainstorm the various organisations for each sector
- Write the names of the services that would be of most benefit to your service in the centre of the map and those less so further out (use lines / colours to portray the strengths of connection / relevance to your program)
- Look at the map as a group and consider:
 - Are there any other organisations critical to supporting children and families who are not on the map?
 - Are there ways of better engaging those services that are far out (ie those who are not strongly engaged)?
 - What actions need to be taken to better engage key organisations/sectors?



SOMETHING DIFFERENT?

- This activity can be completed for individual families: write their name in the middle of the map and identify (a) what services and supports they are CURRENTLY receiving assistance from and (b) those that could be beneficial. Consider:
 - How might these resources best be captured?
 - How might we work with the family to engage with these supports if they think that they could be helpful?



TO THINK ABOUT:

- Networking is essential for maximising on supports for children and families and yet it's probably a part of practice that is most neglected. Consider what opportunities there are around to meet workers from other programs and develop a plan at a staff meeting to get out and develop relationships.