

TOOLKIT

ACT

Mapping community services and facilities

This toolkit contains templates for gathering information and identifying gaps about the child and family services and facilities in a community.

Use the following questions to guide you when seeking information about the types of services and facilities used by community members.

What services might families of young children need?

- What formal services might they need? Formal services include child and family health services, childcare and preschools.
- What informal services might they need? Informal services include playgroups, mothers groups and other informal networks.
- What facilities might they use? Do they use:
 - shopping centres?
 - cafés and restaurants?
 - transport facilities?
 - recreational facilities (e.g. parks, playgrounds, swimming pools)?
 - resource facilities (e.g. libraries, toy libraries)?

How accessible are these services and facilities?

- How physically accessible are they?
- Are there any eligibility restrictions for these services? (Are they universal or targeted services?)
- What does it cost to use them? (Are they free, means-tested, or fee charging?)

Where do families of young children meet other families?

- Where do families meet other families?
- How many such places are there in the community?
- Are there any dedicated family venues or facilities?

How family-friendly are these various services, facilities and venues?

- What would make them physically attractive to families with young children?
- What would make them clean and safe?
- How are these services, facilities and venues run? (e.g. are they run in a family-centred way?)

How well used are these services and facilities?

- Are they well used by all sections of the community or only by some?
- Do they reach the more marginalised people?
- What factors could make these services and facilities better used by the community, especially marginalised people (e.g. could cost or change in environment help?)

How well integrated are the services?

- Are the formal services linked/integrated with one another?
- Are the formal services and informal community services linked/integrated?
- Are any of the services co-located or are they all in separate locations?

What works well in this community?

- What are the strengths that you see in this community?
- Who has them? How are they demonstrated?
- What is it that we don't want to change?

Mapping access to services and facilities

The table below is designed as a community survey to gather information on how easily people are able to access local services.

Complete the following table from one of these perspectives:

- How easy is it to access the following services and facilities from where you live now?
- How easy was it to access the following services and facilities when you had young children (if you lived somewhere different then)?

Tick the column that applies to each service or facility. Leave blank any that do not (or did not) apply.

| Service / facility | 400 metres (5 mins walk) | | 800 metres (10 mins walk) | | Have to use public transport | | Have to use car | |
|-------------------------------|-----------------------------|------|------------------------------|------|---------------------------------|------|-----------------|------|
| | now | then | now | then | now | then | now | then |
| General services | | | | | | | | |
| Child and family health nurse | | | | | | | | |
| Doctor (GP) | | | | | | | | |
| Dentist | | | | | | | | |
| Playgroup | | | | | | | | |
| Childcare | | | | | | | | |
| Kindergarten | | | | | | | | |
| School | | | | | | | | |
| Library | | | | | | | | |
| Toy library | | | | | | | | |
| Swimming pool | | | | | | | | |
| Church | | | | | | | | |
| Park | | | | | | | | |
| Shopping centre | | | | | | | | |
| Public transport | | | | | | | | |
| Other: | | | | | | | | |
| Specialist services | | | | | | | | |
| Centrelink | | | | | | | | |
| Family support | | | | | | | | |
| Early intervention | | | | | | | | |
| Mental health | | | | | | | | |
| Other: | | | | | | | | |

This table was adapted from: Centre for Community Child Health (2004). Ross Trust 'Family Centred Practice' CD-ROM. Melbourne, Victoria.

Mapping the family-friendliness of services and facilities

Use the questions below to help understand how easily people are able to engage with local services and facilities. Each question addresses how 'family-friendly' the practice or service is. To help answer this, it is important to look at who controls the process - families or professionals?

Inducting new families

- Who makes the referral? The parent or a professional?
- Where is contact made with the family? At a venue chosen by the parent or by the professionals?
- Who introduces the service to the family? A professional or another parent?
- Who determines the agenda in the initial meeting(s)? The professionals or the parents?

Assessment and programming

- Who decides what needs to be assessed? Is the parent asked?
- Who decides where the assessment will be conducted?
- Who decides what form the assessment should take?
- Who does the assessment? Is there any role for the parent?

Family service and support plans

- How are goals determined? Are the parents asked what their priorities are?
- Are the goals exclusively child-focused or are there parent- and family-focused goals as well?
- How are action plans determined? Are parents actively engaged in determining how to achieve goals?
- Who is involved in implementing the goals? Is it primarily professionals, or are parents also involved?

Program delivery

- Who decides what teaching/therapeutic approach will be used with the child? Are the parents consulted and are their views respected?
- Who determines where the program shall be delivered? Is there any choice?
- Who delivers the service/program? What role do parents and family members/friends play?

Service reviews

- Who decides when reviews are to be held?
- Who determines what aspect of service is to be reviewed? Are the parents' goals considered?
- Who decides who shall be involved in the review? Are there choices?
- Who conducts the review? Are the parents involved?

Transition to next service

- Who determines when it is time for the child to move on?
- Who decides what the appropriate options are?
- Who arranges the transition meetings?
- Who decides on the final placement?

These questions were derived from: *Centre for Community Child Health (2009). Guide to Planning, Implementing and Evaluating a Community Initiative*. Melbourne, Victoria.

Assessing the family-friendliness of services

This tool can be used to assess the family-friendliness of services. You can use the example question below to begin the conversation or adapt it for your needs.

Example of opening question: *Thinking back to the first months after you brought your baby home, how would you rate the staff at the services you used?*

Tick any box that applies. If you didn't use that service, leave the line blank.

| Service used | Took enough time to understand my needs | Lectured or talked down to me | Was friendly and welcoming | Respected me and my family | Room was suitable for parents and babies |
|----------------------------------------|-----------------------------------------|-------------------------------|----------------------------|----------------------------|------------------------------------------|
| Child and family health nurse | | | | | |
| Doctor (GP) | | | | | |
| Pharmacist | | | | | |
| Specialist doctor (e.g. Paediatrician) | | | | | |
| Parenting helpline (e.g. MCH line) | | | | | |
| Nurses at hospital | | | | | |
| Emergency department staff | | | | | |
| Lactation/nursing consultant | | | | | |
| Community health worker | | | | | |
| Social worker/welfare worker | | | | | |
| Mental health worker | | | | | |
| Local council worker | | | | | |
| Drug and alcohol service worker | | | | | |
| Police | | | | | |
| Other: | | | | | |

This table was adapted from: *Centre for Community Child Health (2004), Ross Trust 'Family Centred Practice' CD-ROM*. Melbourne, Victoria.

For more Platforms information, resources and support visit: www.rch.org.au/ccch/platforms

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