

Developing Reflective Tool for Engaging with Socially Isolated New Parents

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UNSW / United Way Sydney

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4 Councils Child & Family Interagency – Working Group on
Isolation

Koorana – Child & Family Centre, Belfield

The Infants' Home, Child & Family Services, Ashfield

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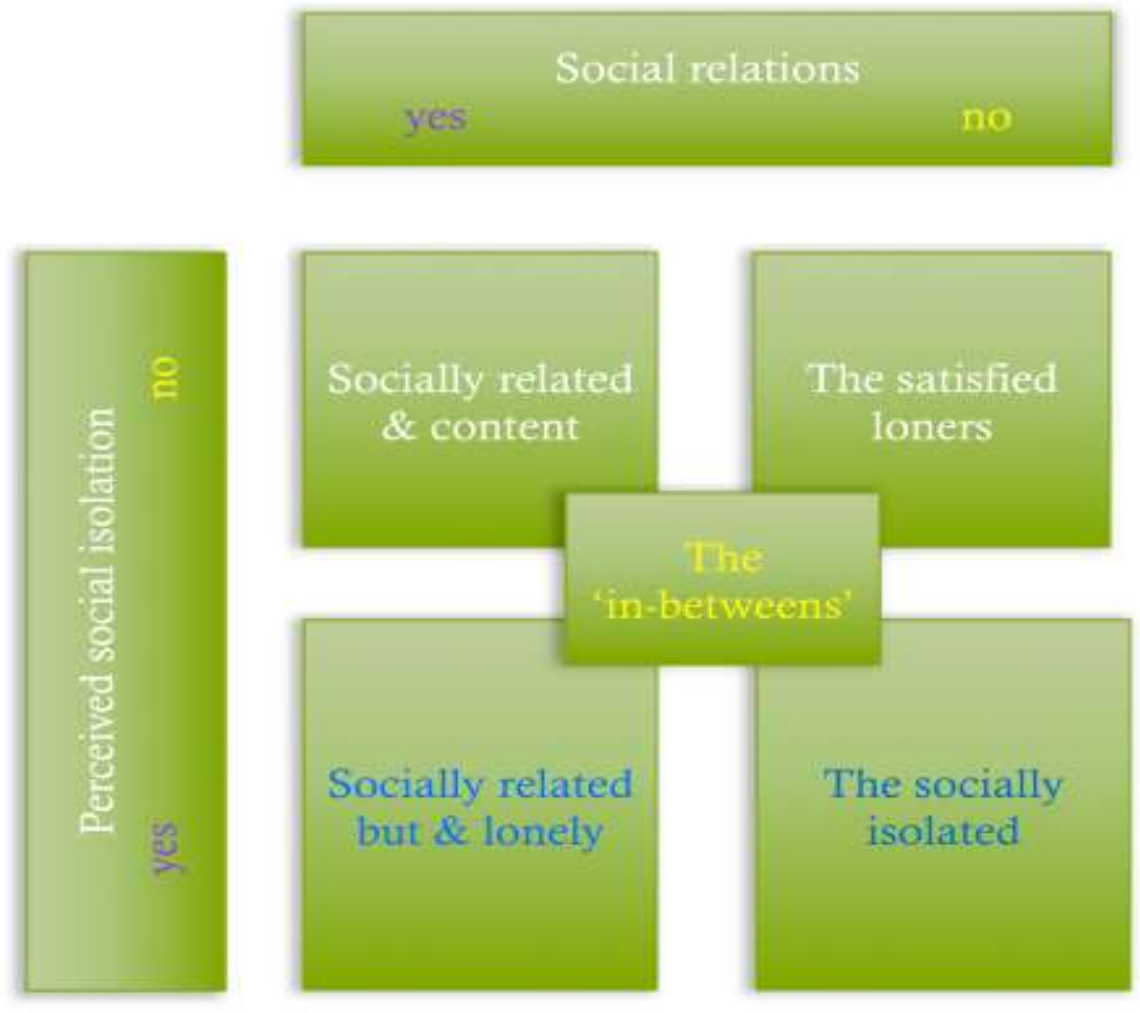
Goals;

1. Focus on working with isolated/hard to reach client groups
2. Provide background on the reflective tool/ its development
3. Each person to use the tool in a group
4. Group feedback

What are the top 3 challenges for working with isolated clients and hard to reach populations?

What the literature says:

- Defining the population –isolated a subset of hard-to-reach/ and vulnerable groups
- Engaging social isolated takes time – not one one size fits all/creativity needed
- Community engagement /assertive outreach
- The characteristics of this population why this population with this sort of tool.



Social Relations & Social Isolation

A Typology of Different Groups

(Pedersen, Anderson & Curtis, 2012, p. 846)

How was the tool developed?

- CTL research findings - unexpected findings re isolation
- 4 LGA Child and Family Interagency – sub group
- Tools development workshop, then testing and refinement-2013
- Field Trial - Koorana, EI Disability Service 2014

Input from the following professionals

- Family support workers (CALD/ MRC)
- Community workers (child and family)
- Resources/referral services - Child and Family
- Child and Family Nurses with mental illness focus
- EI Disability Social workers, educators and family support workers

Koorana Field trial

(EI disability family support/special education/allied health service)

- More attention on fathers
- Attach eco map and info. about beliefs about disability
- Don't include 1800 numbers where people are passed on

Worked well

- Team review and reflection
- Individual review of established cases
- ‘Eureka’ moment in a stuck case
- Drilling down
- Good for students
- Right type of tool for client type – ie stigma from disability generates isolation

Limitations and strengths

- Not actuarial/ or decision making
- Grounded in practice and informed by research
- To supplement and strengthen reflective practice

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The Tool

Section 1: Guided Reflection

| | |
|--|----|
| 1. Vulnerability & new mothers: the specific needs at this point in life cycle | 5 |
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| 3. Culture: as a lens through which to understand new parenting | 7 |
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| 5. Making contact and engaging: avoiding the "billiard ball" experience | 9 |
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Section 2: Resources & Links

| | |
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| Services for families with a baby or young child (NSW) | 11 |
| List of community health centres/early childhood health centres in local health districts (LHD) | 12 |
| Parenting Resources | 13 |
| Mental Health Tools | 13 |
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| CALD Specific Resources | |
| Further Readings | |
| Quick evaluation of your service to the client | |

Look Up "Table of Contents How t..."
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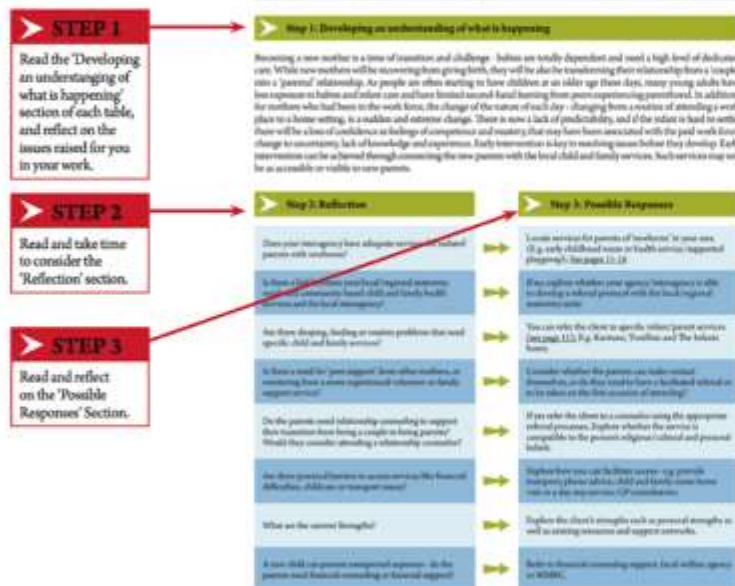
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How to use this tool?

This tool can be used in team meetings, supervision and as part of your own critical reflection. There are 5 tables in the tool, each of which deals with topics that were highlighted by new mothers who were isolated. **Always start with the first step on Table 1 on page 5.** You can do this in general as it relates not just to the individual but your local catchment area. Your aim is to help your socially isolated clients become more connected with social support and other resources they need. Never underestimate the importance of informal support to your client. It is not only formal support services that make a practical difference in their lives. Don't be afraid to think creatively. For example it may be very basic resources your client can access at the local library, or finding a playgroup at the end of the street, that is a first step to becoming less isolated. Once you know the range of informal and formal services that surround them, you can work sequentially through the table to identify their strengths and what they might prefer to engage with.

The following graphic illustrates the process of using this tool

1. Vulnerability & new mothers: the specific needs at this point in life cycle



I've done Step 3 - what next?

- > Discuss/consider the issues. What is the relevance of this to you/your case in planning your next step?
- > Review the links & resources that may be useful in responding to this issue/case.

Group work – 25 mins

- Chose a case example to apply to the tool
- Decide on scribe and facilitator
- Decide on what sections to prioritise (after section 1)
- Include the resources at the back in your application.

Feedback

- What was the process like?
- Was it useful?
- Is there anything missing?
- How should it be rolled out?
- Contact us if you want a final version

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