

## Case study | Building relationships

# Working with vulnerable families

Learn more about Community Hubs with these real-life examples. In this case study, Fahriye Yilmaz, coordinator of Coolaroo South Primary Hub, tells us how she established relationships with families in her Hub.

### What was the challenge?

---

Families didn't know why we were here. They saw me as an interpreter who could deal with immediate issues, like how to fill out a lunch order. When I first started, my focus was on talking to families about the importance of being involved in their child's schooling and being part of school life. I began having informal morning and afternoon teas. From that we decided we needed to set up a playgroup for mothers and children.

### What worked? What didn't?

---

We used to use the school's multipurpose room for playgroups and that was hard because we had to set things up and pack them away each time. It's really crucial that the school's leadership team helps you to create spaces for forums.

**“Empathy is the biggest part of a Hub worker's role.”**

Now we have our own space, a family room with a kitchenette and an enclosed el fresco area, where we run playgroup and families can use anytime.

### Your advice?

---

Having a central space that belongs to families has given more structure and meaning to our activities. It breaks down family isolation. It's really helped empower a lot of our women. Many have gone on to do courses.

View all case studies at  
[www.communityhubs.org.au/resources](http://www.communityhubs.org.au/resources)