

## Case study | Hubs in action

# Working with services and agencies

Learn more about Community Hubs with these real-life examples. In this case study, Rebekah Volpe, leader of Campbellfield Heights Primary Hub, tells us how she worked with her school to bring a service into her Hub.

## What was the challenge?

A few of our newly arrived families from Pakistan and Iraq needed glasses or new glasses. They hadn't done anything about it because they thought glasses cost a lot of money. I investigated whether other families in the Hub had similar needs. We discovered about 24 families did. So I contacted the outreach team from the Australian College of Optometry. Now we have a regular optometry service at the Hub run by the College's outreach team. I organise the date for them to come out and assess families eligible for the service. I fax them the list of appointment times and names. The College sends the person's new glasses to the Hub or families collect their new glasses from the College in Carlton.

## What worked? What didn't?

We work with the school's education support officer and nurse. It means the College can check the school students' eyes too. I look after the community families and the education officer looks after the school children and refers them to the service. I always ring parents to ask them to come to a session with their child. Sometimes parents don't come when it's an appointment for a school child. That's why we always make sure the family's consent form is filled out before the appointment so we can give the form to the optometrist.

**"Let families know about the importance of dental and eye checks for children under five. Many are unaware that the early years are a crucial time to identify issues."**

## Your advice?

Work out if there's a genuine need. Sometimes you think families need something but they might only be agreeing to it to please you. Then you don't get enough families turning up on the day.

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

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Community Hubs is a national program that links families and their preschool children to services and support, learning opportunities or the wider community. Community Hubs makes it easier for families to access the assistance they need by bringing local education, health, community and settlement information and services into a familiar and friendly place such as a school or community space.

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