

Case study | Hubs in action

Working with services and agencies

Learn more about Community Hubs with these real-life examples. In this case study, Salwa Salem, coordinator of Meadow Heights Primary Hub, tells us how she works with services and agencies in her Hub.

What was the challenge?

Most hub leaders are employed only two days a week. The need from families and the school is much greater than what you can provide by yourself. So you have to bring people in from other agencies. We run lots of parenting programs because families and the school want them. We organise homework clubs, we have coffee and chat sessions for families and Arabic and Turkish playgroups in partnership with VICSEG, a community agency. More refugee families are enrolling in the school. I'm working out how we can form a partnership with a community agency so we can have an outreach worker to connect with these families.

What worked? What didn't?

Our playgroups are growing rapidly. We run information sessions for parents with many agencies, such as Relationships Australia, on topics like how to be assertive, how to create play activities with your child. In some cultures parents can be very passive with their children and they go from passive to aggressive with nothing in between. They've found the Relationships Australia sessions very helpful on the benefits of being assertive with your children and family. Sometimes last year no one turned up to coffee and chat sessions. But that's OK, they know I'm always there for an hour with the kettle on and biscuits ready.

"You need a welcoming environment in the Hub."

Your advice?

Make sure the school principal understands that community development work is complex and it can be slow. If I'd had a school principal demanding to know why people hadn't turned up to a coffee and chat session, the Hub wouldn't work well.

View all case studies at
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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