

## Support Planning

Once we have discussed your child/ren's needs we will work with you and your child/ren to set up a *support plan*. The support plan allows you to identify goals that will meet the support needs of your children. It provides a clear action plan on how we will work together while your family is supported by MOSS. We will regularly review this plan with you.

If there are issues that you and your child/ren are dealing with that need specialist support we will put you in touch with services that can best assist you and your children with these issues.

If you have any queries regarding this information please talk to your workers, they are happy to help. Open communication is important to us.



## Other Pamphlets that are important to read:

- Privacy and Confidentiality
- Working together to support families (MOSS Child Protection Policy)
- Grievance Procedures



**MOSS is located at:**  
**22 Lakeside Drive**  
**Broadmeadows, 3047**  
**Ph: 9359 5493**  
**And**  
**9 Langwells Parade**  
**Northcote**  
**Ph: 9482 3488**



## How MOSS supports families



This brochure provides information on how Merri Outreach Support Service:

- Views families and children.
- What information we need to ask you about your child/ren and any parenting support you may need.
- Will work with you to support your child/ren.



### **Families are important**

Families are very important. They can provide a strong support network for parents and children when they most need it.

MOSS believes that every parent loves and wants the best for their child/ren.

Being a parent is hard work and becomes more difficult when a family experiences tough times. All families need extra support sometimes.

### **Homelessness and its impact on families and children**

Homelessness is generally not caused by any one thing, but rather a number of difficult experiences which can include: family violence, drug and alcohol addiction, gambling, mental health issues, low income and a lack of support from family, friends and the community.

Being homeless or at risk of homelessness is a very stressful situation for a family to be in. Children experience this stress too. *Children's reactions to the stress of homelessness can be as unique as children are themselves.* The impact of homelessness on children will depend on their age, their personality, their particular experiences and the level of support they have around them. Children are resilient and once supported can move on to lead full and productive lives.

### **MOSS supports Parents and Children**

MOSS provides support to both you and your child/ren. We have a responsibility to work closely with you to make sure you and your children are getting all the support we are able to provide.

### **Talking about your concerns can be hard**

It can be hard to talk about concerns you may have about your child/ren, particularly if you have had negative experiences in the past. MOSS is here to help you with these issues, not to judge you. It is important to be as open and honest as you can be so we can work with you to address these concerns.

### **How do we do this?**

MOSS recognises that parents are best placed to know what their child/ren need. We work with parents to support them through any issues that may be affecting their child/ren.



This starts when we first meet you and your family and begin to assess your needs. At this time we will ask you:

- How you think your children are coping with the recent experiences your family has gone through.
- Whether your children have any issues you are concerned about for example problems with sleeping or eating, any health issues and/or behavioural or emotional difficulties.
- Whether your child needs support around their education.
- What other people have been involved in supporting your child/ren for example; doctor, maternal and child health nurse, child protective services or other specialist children's service.
- How we can best support you around your parenting needs.

Because we will be supporting your whole family, it is important that we meet your child/ren and let them know who we are and how we can assist them. This is a great way for your child/ren to get to know us and begin to trust that we can help your family. If they are old enough, we like to involve children in the assessment of their needs.

