

# Mooroopna Family Haven - Supporting the Lee\* Family

In this story of change we share the extensive support provided to the Lee\* family who connected with the Family Haven in early 2020. The Lee's are mum Sandra\* and three young children with various and complex needs. The family has experienced family violence in the past and Sandra\* expressed that they didn't feel supported by their family, had no close friends and felt isolated within the community.

Since their engagement with the Family Haven the Lee\* family have been able to access a number of different supports, including;

- Housing security support - the Family Haven provided assistance and guidance to navigate the housing support system to find a new rental property when they were asked to leave their previous home. Upon securing an appropriate property they were also supported to clean the property they were vacating.
- Like many families, the Lee\* family sometimes struggle financially and identified that they could use a little help with reducing food stress and insecurity. Food packages are dropped off when needed, these include items specific to their needs and any excess food from the Family Haven is often packed up to take home when they can visit.
- Other home supports include pet care items and pet food, several household essential were sourced from the Lighthouse community including a washing machine and blankets and clothing to keep safe and warm during winter.
- The family has received supports for the children to alleviate the pressures around their complex needs. This has included;
  - Creating resources in the home to support the children with their learning ability, created by our qualified Kindergarten teacher (Family Haven Coordinator)
  - Routine charts and visuals were created so the child is able to use both visual and written cues
  - Road safety education
  - Strategies and tools to help everyone with routines and structure at home



- Sandra received support with connecting, understanding and communicating with the specialists involved with each child.
- The Lee family has been supported to connect with
  - NDIS funding
  - Speech Therapists
  - Occupational Therapists
  - Paediatricians
  - Ensuring the children get to appointments and supporting Mum attending these appointments
  - Referrals for external services for the middle child, to help with past trauma
- Sandra has been provided advice on the child's language development and early developmental milestones. After becoming a library member, this had led to regular at home reading using library books. The Family Haven has shared many developmental toys to encourage independent play.

When the Family Haven was open the Lee family attended two times a week. While our doors are closed due to COVID19 the family is in regular connection, touching base at least once a week to chat and ask for anything they need to continue to grow and thrive.



Equity, access,  
inclusion, belonging,  
trust and respect.



Innovative ways of  
working.



Social connection.



Deep listening,  
community-led  
responses.



Empowering change  
leaders.



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\*Names have been changed for privacy reasons