



family COACH

SEEING PEOPLE IN
TOUGH PLACES FLOURISH.



CITYCARE



Creating Opportunities and Casting Hope

CityCare is proud to partner with **FAMILY COACH** - a mentoring program for families that offers practical help and mentoring towards their life goals. We mobilise volunteers from within our local communities to support people in tough places to flourish.

The **FAMILY COACH** program seeks to empower families to achieve significant life goals and increase their wellbeing by providing mentoring from a specifically trained volunteer to address the social and economic conditions impacting vulnerable families.

FAMILY COACH can be offered as an early intervention or post-case management program.



HOW DOES IT WORK?

The mentor is a ‘friend with purpose’ – someone who cares about the family and their future. They meet for an hour once a week, in the community, for a minimum of one year. Each session is intentionally structured around achievement of significant goals and to increase personal wellbeing.





THE PARTICIPANT

- ✓ A desire to participate in the program
- ✓ Families with at least one child or children under 12 years of age in their care
- ✓ Agree to a one-year commitment to the program
- ✓ Commit to spending minimum 1 hour per week meeting with a mentor
- ✓ Assessed as suitable for participation in the program by the referrer and FAMILY COACH COORDINATOR



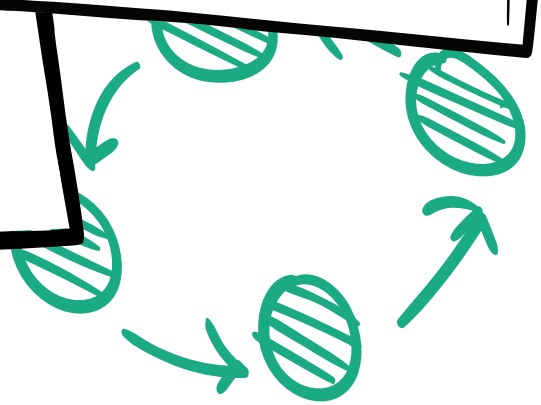
FAMILY COACH COORDINATOR

- ✓ Recruits mentors and invites participants, including through partnership with referring organisations
- ✓ Screens and trains mentors
- ✓ Matches mentors and participants
- ✓ Provides ongoing supervision and support for mentors



MENTORS ASSIST THE FAMILY BY...

Being a friend with purpose who has committed to 1-2 hour sessions per week for 12 months





MONASH
University

FAMILY COACH



As identified twice by Monash University and published in the Australian Journal of Primary Health, strengths of the **FAMILY COACH** program include:

- The development of strong partnerships with welfare agencies, schools and community groups.
- **Family COACH** clients (vulnerable families), have benefitted by being supported with practical parenting support and support to manage emotional difficulties, housing challenges and finding employment.
- The program's capacity through mentors to work flexibly and tailor support to each family's unique needs.



FEATURES OF FAMILY COACH

- High impact, goal-focused mentoring.
- Early intervention and prevention approach.
- Mentors are asked to commit for 1 to 2 hours per week for 12 months.
- Quality mentor screening and training; over 1,500 mentors have completed training.
- Comprehensive policies and procedures to run the program safely and effectively.
- COACH partners with Mission Australia in over 120 locations in Australia and the UK.
- COACH has been evaluated twice by Monash University who published their research report in peer reviewed journals.



MIRIAM'S STORY.

Referred into the local COACH program by a community welfare organisation, Miriam identified her main goals as learning general life skills and developing a sense of social connectedness.

Two mentors, Sandy and Christina, worked together assisting Miriam assimilate into her new country, teaching her how to host her very first children's birthday party for her five-year-old daughter Brooke and her new Australian school friends. A third mentor, Nermine, worked with Miriam to develop financial and budgeting skills.

Three years on, Miriam is much more capable of managing her life and finances. With COACH support, she participates in community morning teas and volunteers with cooking classes for her local community. Miriam offers encouragement and practical support to the participants, imbuing her with a sense of purpose and confidence as she helps others.

Miriam says,

"I AM SO LUCKY TO BE CONNECTED WITH THE COACH PROGRAM... I EVEN HAVE THREE MENTORS. I LOVE THE INFLUENCE MY MENTORS HAVE HAD BECAUSE THEY ARE... ALL GOOD, KIND, ENCOURAGING, HELPFUL, RELIABLE, HONEST AND ALWAYS SO NICE... WITHOUT THE COACH PROGRAM AND THE SUPPORT FROM MY MENTORS I PROBABLY WOULD HAVE BEEN IN A LOT OF TROUBLE."





CITYCARE

CityCare facilitates Family COACH as part of our Children and Families programs, which is implemented in partnership with community organisations.

As one of CityCare's partners, we'd like to offer the opportunity for families within your organisation to benefit from this program.

To find out more information about eligibility criteria or partnering with us to provide this program, contact CityCare on 1300 535 391 or email citycare@hillsong.com

WITH THE **COLLABORATING ORGANISATIONS**

