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FAMILY SUPPORT SERVICE

RELEVANT STAGES

Scope and frame: Stakeholders

Identify: Stakeholders

Create: Design approach

Test: prototyping

STRENGTHS

Co-design

Peer support

Responsive to feedback

PROJECT TITLE

Family by Family, social innovation

PROGRAM BACKGROUND

Developed in response to a brief from the State Government

DESIGN SUPPLIERS

The Australian Centre for Social Innovation, Radical Redesign Team

LAUNCH DATE

2010

USEFUL LINKS

www.tacsi.org.au

SUMMARY

Family by family is a social venture developed by The Australian Centre for Social Innovation (TACSI) to reduce the number of families requiring crisis services, including child protection interventions. It is a network of families helping other families. Together they work on achieving goals and go to new places, meet new people, experience other ways of being a family, learn new strategies and skills, and gain a sense of hope and forward direction.

INSIGHT

The link-ups between families may last 10, 20 or 30 weeks and all the families set goals at the beginning of the program. While specific outcomes will vary for each family and be related to their own goals, overall outcomes are expected to relate to family goals (both achieving goals and changing goals over time), attitudes, behaviours and social connections. Each link-up includes three joint coaching sessions, involving the seeking family, the sharing family and the coach, at the beginning, middle and end of the link up.

APPROACH

The model was developed using a process called “Radical Redesign”, which combines ethnography, design and prototyping. Everything about the model was initially designed in response to information and perspectives that came from families in the communities in which the program was to work. Everything was tested in those communities and amended in response to feedback. Material and processes continue to be refined over the life of the program and are adapted to new contexts and locations.

OUTCOME

The program has its strongest impacts in factors that are “internal to the individual”; self-esteem, believing one’s choices make a difference, positive orientation to the future and linking to the community. The Family by Family program engages families in genuine need for support and the changes that families make appear to generate positive outcomes for both adults and children, the latter including some that are potentially very significant for longer term child development outcomes.