

Action Research Cycle Sample 03

From CMYI Reconnect Program (2003/04)

Action Research Cycle

Questions of National Significance:

20. What would it take to undertake culturally appropriate early intervention work with clients from non-English speaking backgrounds?

4. What would it take to improve young people's involvement in their community?

5. How can family-focussed early intervention strategies be used to achieve family reconciliation?

AR Question: *How do we appropriately engage with the family of the client?*

Micros: *What can we offer to our clients and their families?*

What are the elements of good practice in making culturally appropriate referrals?

How do we become better known within the circles that carers move in?

Example: Cambodian Family Day

Dandenong

AR Cycle	Phase 1
OBSERVE	<ul style="list-style-type: none"> Worker began discussions with the Cambodian Association after responding to an increase in secondary consultation and case work concerns around the difficulty in engaging with parents and guardians. Cambodian association raised issue of young people in trouble with Police
REFLECT	<ul style="list-style-type: none"> Workers from both organizations reflected on need for non threatening environment to meet guardians Identified benefits in seeing young people interacting with parents Needed to include Victoria Police Multicultural Liaison Officers (MLOs)
PLAN	<ul style="list-style-type: none"> Planned a fun family day
ACT	<ul style="list-style-type: none"> Cambodian day out: recreation activities for young people, art/expression opportunities for parents, interaction and discussion of family issues, survey of participants
AR Cycle	Phase 2
OBSERVE	<ul style="list-style-type: none"> YP interested in being involved in further activities Feedback from parents and adults in the group was very positive Some difficulties for young people and adults mixing Limited engagement with parents

	<ul style="list-style-type: none"> Feedback on what workers can do to help included: 'more family days'
REFLECT	<ul style="list-style-type: none"> Potential to try similar strategy with other communities Verbal rather than written surveys next time Workers were able to gain a sense of important cultural aspects within the group Linked young people into Cambodian Association activities May be a longer term strategy

Example: Horn of Africa Girls Camp

Hume

AR Cycle	Phase 1
OBSERVE	<ul style="list-style-type: none"> Worker observed significant number of young women in Hume from Horn of Africa (HOA) background and newly arrived requiring support Worker observed that in past attempts had been made to consult about needs without first engaging with young people and their community
REFLECT	<ul style="list-style-type: none"> RYR worker reflected that better strategy may be to first build partnerships with workers from that community, then run an activity (offering something tangible) to the young women and only then to attempt consultation and work to address needs Based on previous experience RYR worker decided to organize a camp
PLAN	<ul style="list-style-type: none"> Worker built relationships with Crossroads Reconnect the African Australian Welfare Council (AAWC), Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG) and Crossroads Reconnect to engage workers from Horn of Africa Communities in organizing the camp Took time with planning including discussions with parents and organizing for 3 young (21 yr old) leaders to attend
ACT	<ul style="list-style-type: none"> Camp was run at Phillip Island over 2 nights 25 young women attended (including the three leaders) Activities included Seal Rocks, Penguin Parade, body boarding and African dancing
AR Cycle	Phase 2
OBSERVE	<ul style="list-style-type: none"> Girls reported having great time away Over 2/3rds had never swum in the ocean before Girls particularly enjoyed the dancing Workers observed formation of friendships and confidence building On return from camp workers also noticed interest from other girls in ongoing activities through word of mouth
REFLECT	<ul style="list-style-type: none"> This was a useful engagement and trust building activity in the HOA community, and particularly with young women

	<ul style="list-style-type: none">• Potential now for a range of ongoing activities/supports to be implemented – particularly exploring a swimming program to be negotiated with Leisure Centre
--	---

Summary

The focus through action research this year on engaging with the family has led to the trialling of a range of strategies (such as the examples above) to engage early with families from Refugee backgrounds. Outcomes have included: greater connections with CLD community organizations, further confirmation of the importance of group work in engaging early with CLD families, and the fact that in 56% of cases the program worked with 2-5 members of the young person’s family (source: CMYI data). In addition this year has seen a significant shift in the gender breakdown of RYR clients. Compared with last year where 66% were male and 34% female, this year is the first occasion in which RYR has had 50% female and 50% male clients (source: Reconnect data).