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| Integrated Services Delivery Case Study Ngukuthati Children and Family Centre | |
| **Background** | **Client**: Young parent of 3 children aged new born, 2 and 4 years.  **Issues/s**:   * Child Safety has been involved with the family * Previous problems with housing * Father has been unemployed for some time and has history of violence * Family has issues with:   + transport to access services   + financial planning to provide food   + basic homemaker skills   + knowledge about Early Childhood Development   **Location**: Mount Isa  **Services/activities provided by Ngukuthati CFC**:   * Playgroup (3 times a week) * Health services * Child Health Clinics * Fortnightly Antenatal classes * Financial officer |
| **Support activities provided to improve the circumstances of the client** | **Activities and services delivered to address the issue**:   * Family accessing Early Years Programs for children at Ngukuthati * Eldest child in Kindy program * Parent bringing child/children to playgroups * Ngukuthati CFC assisted the family with preparation for child to attend Kindy (bag, lunch box, uniform) * Family provided with transport to kindy and knowledge to prepare healthy lunch and budgeting to provide food * Parent attending antenatal appointments and job programs. Parent is provided transport and adjunct care for children * The service is providing family with basic home care |
| **Outcome of delivering activities and how they achieved the expected outcomes** | **Improvement in clients circumstances and expected outcomes**:  Increase in parents/carers awareness of and engagement with their child/children’s development   * Parent is showing improved level of engagement with children during playgroup activities   Increase in parental capabilities   * Family has not required assistance with food for Kindy for 4 weeks   Healthy and happy children   * Kindy age child attends Kindy program regularly and parent has stated how much child is learning at Kindy and how much child enjoys going   Increase in connection and access to the right services at the right time for parents/carers and their children   * Parent is accessing antenatal care * Plans for the service to support family with transition to school to ensure family is ready for school * Encourage parent to attend Young Mothers group |