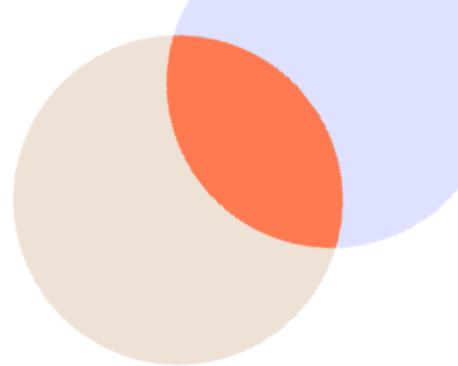




Plan Of Management

Karitane Fairfield Integrated Child and Family Hub

138-150 THE HORSLEY DRIVE, CARRAMAR NSW 2163

Purpose of this Plan of Management

This management plan has been developed to outline the planned operation and management of the Fairfield Integrated Child and Family Hub within Karitane's existing footprint at our Carramar site. By implementing this plan, the facility aims to minimise any potential effects on the neighbours and community.

Overview of Facility - Positioning Statement

- *Core purpose*

The purpose of the Fairfield Integrated Child and Family Hub is to improve developmental outcomes and reduce health inequality for children from birth to 5 years of age in Fairfield and surrounding areas. The Fairfield Integrated Child and Family Hub will increase identification and engagement of families with children at risk of developmental vulnerability, and families at risk of mental health and social care difficulties, and provide them with early intervention, essential, coordinated and responsive support. Support will be integrated, soft-entry, place-based, and include hybrid (virtual) options for families.

- *Not for profit and registered charity*

Established in 1923, Karitane is a not-for-profit organisation, NSW Affiliated Health Organisation and registered charity supporting families in the first 2,000 days of their child's life. We have a history of innovation, providing leading specialist early parenting services while driving accessibility and support for parents across NSW, increasing our services across Australia, to ensure every child receives the best start in life. Karitane has been located at the site of this refurbished hub at Carramar site since 1993.

- *What services will take place.*

Our services are evidence-based and delivered by a highly trained, multi-disciplinary team of child and family health nurses, perinatal infant mental health nurses, paediatricians, general practitioners, social workers, psychologists, psychiatrists, cultural and community support workers, service navigators and volunteers. Our dedicated team works with each family to match the right service to their individual needs. Karitane is extensively networked and works closely in partnership with other health, early education and social services providers who support families in the First 2000 Days within NSW and across Australia. Our services sit at the nexus of health, social services and early education. The specific types of services delivered is in consultation with the community and will change based on the changing needs of the community.

Our Vision:

Leaders in early parenting services that empower families and children to be confident, safe and resilient.

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Services provided by the Fairfield Integrated Child and Family Hub include:

- a) Perinatal care – Providing new and expecting parents with the guidance and support required.
- b) Mental health services - Individual consultations supporting mums and dads experiencing post-natal depression or anxiety.
- c) Supported Playgroups – Supported playgroups are facilitated by a facilitator who is a trained early childhood educator. These aim to support families with particular needs or vulnerabilities by providing opportunities for parents to meet and share experiences, and for children to play, learn and socialise
- d) Careline – Talking to an experienced child and family health nurse about parenting concerns.
- e) Parenting groups and webinars – Group sessions with a trained facilitator to address parenting challenges.
- f) Parenting Centre – Secondary Child and Family Nursing
- g) Young Parents Program – providing support to young parents and/or families who are pregnant or have children and require support.
- h) Weekly antenatal and postnatal visits at the hub.
- i) Jade House – providing parenting education, support and guidance in a relaxed environment. They provide short interventions for families with children from newborn to 5 years.
- j) Toddler clinics –Parent Child Interaction Therapy providing strategies to manage challenging behaviours.
- k) Kids behaviour clinic - Treatment strategies to support families with young children with emotional and behavioural challenges.
- l) Community programs – Evidence based parenting courses, supported playgroups, short term case management and young parent support.

No residential services will be available at the Hub.

▪ *Service Delivery Purpose*

The Fairfield integrated Child and Family Hub will provide a ‘one stop shop’, where families can access a range of supports that improve child development as well as child and family health and wellbeing. This will:

- Improve access to a range of health, education, and social services using a family centred approach.
- Provide opportunities to build parental capacity.
- Enable families to create social and peer support connections.
- Create a natural and safe place for families with young children to meet and connect with other parents and children in their community where they can have easy access, walk-in facilities without the need for a medical referral.

Children and families remain with the hub service from birth until school age (0-5). Navigator style services and a strong customer focus will ensure families can and do access the support they are eligible for and need.

Coordination and integration of existing Fairfield services at the hub site will ensure existing government and philanthropic funding is better utilised and children can be supported with transition to local schools and engagement with the early education system.

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Throughout the design stage, local community, families and stakeholders have been active in the co-design to ensure that the hub meets the needs of the Fairfield community. This has included having consumer representatives on our steering committee and project design groups as well as holding multiple consumer consultation sessions where parents, carers and children were consulted on physical design of the building.

Use of Facility and Management Measures

- *Operational Hours*

Monday to Friday 8am-5pm – (remains unchanged). Depending on community needs, the centre may be open one evening a week or on Saturdays in the future.

- *Staff Numbers (maximum on site at any one time, shifts, breakdown of various staff/facility manager)*

Staff have staggered arrivals and departures throughout the day between the hours of 7.30am and 5.30pm.

Karitane has a flexible work policy with approved staff utilising work from home practice for 40% of the time.

From Monday to Friday, Karitane will have a maximum of 31 staff, per day. The maximum number of staff has been calculated using the below tabled figures.

Maximum On-site Staff Calculation	
Corporate services	5 Staff (Approximate)
Finance Team	3 Staff (Approximate)
PICHMS	5 Staff (Approximate)
Integrated care Hub staff	14 Staff (Approximate)
Community partners delivering services	4 Staff (Approximate)
Total	31 Staff (Maximum At Any One Time)

- *Parking Arrangements for staff and visitors*

Karitane have 19 parking spots for staff which are accessed through an electronic swipe card.

There are also 35 parking spots for visitors onsite (this parking would be for families accessing the centre as well as the community partners delivering services). In addition to this there is street parking options on the surrounding streets.

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Staff and families are encouraged to utilise public transport where possible. Carramar railway station is a 10–15-minute walk away from the Fairfield Integrated Child and Family Hub. There is also a public bus service that runs from Fairfield CBD which stops Mitchell Street which is a 2-minute walk.

- *Operational Waste and Loading Management.*

Karitane has policies in place to minimise waste with a great focus on sustainability, Karitane has general waste, cardboard and recyclables waste bins system inside the facility which is collected and disposed of daily into waste solutions that are serviced on regular basis by our service provider. Karitane has its own loading dock with a separate secured entrance, a ramp and a higher dock for trucks with tail gate providing easy and safe access.

- *Shared Kitchen Facilities*

Within the proposed design, there is a kitchen facility which will be utilised by clients and families accessing the hub. The purpose of this kitchen is for parents to be able to prepare food for their children when they are onsite (i.e. reheat meals or bottle preparation). In addition, community co-design has highlighted the need for training programs on food and nutrition which could also be delivered from the kitchen space within the hub.

- *Acoustic Measures*

Karitane is very mindful of negative noise pollution and the impact that may have on the surrounding community and services. The Fairfield Integrated Child and Family Hub will operate strictly within the hours noted above. Families will be reminded upon entry and exit of the facility about their role in reducing negative noise pollution which may impact the surrounding community.

During the detailed design phase, an acoustic consultant will be engaged to provide an acoustic report. which Karitane will adhere to. Recommendations will be made for any activities provided within the facility and Karitane will adhere to these to ensure a minimum impact on the surrounding community.

- *Security and Safety*

Security and safety of the community, staff and services that will be accessing the hub is of utmost importance. Staff working on the site will require a pass to provide electronic access into the building. This is managed by Karitane with the support of an external security company.

Between the hours of 8.30am – 4:00pm the centre will be open for families to attend. There is one central entrance point for families to access the building. This entrance will be staffed to support the flow of families accessing the centre. There will be a digital check in system to ensure that all people onsite are accounted for.

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After hours the building will be fully alarmed, and security will patrol the hub and attend to any alarm activated. Karitane has in place procedures to deal with unauthorised access or damage. CCTV will also be in place to monitor the external perimeter and the main entrance to the hub.

The main reception desk will have a hold up alarm going directly to the police. Duress alarms will be available with an onsite response team.

▪ *Fire Prevention and Evacuation*

The fire safety measures for the hub will comply with all current building codes and standards. The fire safety measures will be assessed annually, and the Annual Fire Safety Statement (AFSS) will be provided to council as required.

Emergency evacuation diagrams and Emergency Procedure flip charts will be prominently displayed as required, prior to commencement of operations. The evacuation pathways will be clearly marked and accessible.

All Karitane staff and staff of other services delivering programs from the hub will be required to undergo an induction which details the emergency evacuation plan and related procedures.

All visitors to the site (including the families accessing services) will be checked in through a details system to support in the case of evacuations.

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