

Case study | Starting a Hub

Planning actions for the Hub

Learn more about Community Hubs with these real-life examples. In this case study, Caroline Menassa, coordinator of St Dominic's Community Learning Centre Hub, tells us how she plans activities and events at her Hub.

What was the challenge?

Our parents come up with the ideas and I think about how we can attend to their needs, how to bring in agencies from outside. I do research and discuss possible activities with the school principal and the community. We look at how these activities can relate to the school, to parents and children.

What worked? What didn't?

Getting parents to turn up to events, even when they've filled a form to say they will come, remains a big challenge. It's hard because there are many reasons why parents don't turn up—they might be the only carer, children might be ill or they have to care for an elderly relative. I've found that giving parents an extra incentive to attend often works well.

"Families need to feel safe and happy at the community learning centre hub."

At playgroup we do the Let's Read activity and I put a note in the newsletter that we may give free books to parents at the sessions. Food is so important, it's welcoming and it gets people out of their homes. We often provide lunch at events, sandwiches and fruit for a gold coin donation from parents.

Your advice?

We assume too much about families. So I have a DNA policy—Do Not Assume. Do not assume parents can understand, read or write English. Do not assume they can read their mother language. Do not assume they have families or friends to rely on. Do not assume families know about services outside the Hub.

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Community Hubs is a national program that links families and their preschool children to services and support, learning opportunities or the wider community. Community Hubs makes it easier for families to access the assistance they need by bringing local education, health, community and settlement information and services into a familiar and friendly place such as a school or community space.

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