

1. PR, Advertising & Information

AIM—To provide quality and relevant information to individuals and groups through PR, advertising and outreach in our community

- Maintain & continue to use, update and develop all PR methods used,
 - *Face book, Twitter, website*
 - *Newsletter*
 - *Flyers*
- Support of the Community & Family Network
- Support other agencies to disseminate information – CIC, MABS
- Support PR of National Forum
- Support internet cafe
- Develop new flyer for centre:
 1. *For the overall centre work*
 2. *For each group*
- Hold a launch day for the new flyers to attract new service users
- Ongoing information provision
- Develop PR strategy and identify key spokespersons in relation to events at the centre

3. Parent Support

AIM—To support and maintain quality parent support services

- Sustain and maintain 5 existing Parent and Toddler Support Groups
 - Ballylanders, Hospital, Caherconlish, Knockainey, Kilmallock*
- Individual and group support to parents.
- Facilitation of training/ day trips & events
- Link with agencies – HSE, parent support.
- Access funding – staff, training, equipment & running costs.
- Gather & provide information on parent support. & develop handbook
- Support & recruit group volunteers
- Support Parent Support Steering Group to find new group member
- Outreach & Advertising
- Link with other groups in centre – elderly, after-schools. Access funding from other organisations
- Evaluation of all groups
- Open/ Celebration Days Ongoing support of groups and parents
- Investigate new outreach areas.
- Parent support volunteer joining board of management

2. Support Older People & People with Disabilities

AIM—Support People with Disabilities & Older People by providing inclusive, developmental and recreational opportunities and raise awareness of equality issues

- Access funding for existing groups
- Develop programmes and supports for all volunteers associated with these groups
- Link with agencies to support groups
- Information & Open Days
- Networking Events
- Recruitment of new members
- Individual support to Step Forward members where required
- Information provision
- Outreach support
- Social Interactions for all the family
- Recruitment of volunteers
- Ongoing review & evaluation of levels of support needs of groups.
- Monitor and evaluate work areas
- Planning process with groups
- Development work in outreach areas

4. Childcare

AIM—To provide and maintain a quality after school service which meets the needs of families in the area

- Maintain quality service that is being provided to the community
- Advertise and promote events
- Develop Summer calendar of events
- Access funding for staff, services, training and provision
- Maintain numbers in After Schools service
- Themed classes held throughout the year to welcome new children
- Volunteer development & recruitment
- Further development of service
- Link with relevant agencies and organisation – networking & good practise.

5. Counselling

AIM—Support the provision of a counselling service in the area

- Support continued one to one and family counselling to people in the community
- Secure funding for existing and continuing service
- Staff support
- Links with relevant agencies
- Continue to evaluate and update policy
- Process Issues and work to combat themes arising
- Rainbows –assess demand and support volunteers to run programme if need required.

7. Premises

AIM—To maintain a safe, secure and welcoming environment which meets the needs of all users

- Ongoing support to premises sub-group
- Oversee maintenance of premises
- Monitor energy usage
- Assess work required to ensure building & environment kept to appropriate standards
- Access funding for building & equipment maintenance & upgrading where required.
- Maintain a safe and secure environment for all
- Regular review & update of Health and Safety Policy
- Evaluate premises usage

6. Training and Education

AIM—Support, develop and promote relevant training and educational needs of individuals and groups in the area

- Set up Education & Training Network – oversee Education & Training in centre & network with training providers to meet local needs.
- Training Needs analysis with current learners/ trainees & community
- Ongoing support to existing education classes
- Develop Training Strategy for Centre.
- Funding and training hours from BDL & VEC, agencies
- Update directory of facilitators
- Investigate supports for trainees re. Transport etc.
- Investigate further funding sources
- Monitor & Evaluate training supports for individuals, community & progression

8. Management Committee - Board, Volunteers and Staff

AIM—To provide ongoing support and training to the management committee, sub-groups volunteers and staff of Hospital Family Resource Centre

- Recruitment of new board members – ongoing, also review of criteria.
- Appropriate induction procedures for new members etc.
- Regular policy review & updates.
- Training and Support
- Review volunteer handbook
- Source Funding
- Risk management review every 12 months,
- External facilitator to look at Annual review

9. Policy

AIM—To highlight the needs of local communities and influence policy

- Keep up to date with changes in new/relevant government policy
- Interact with local & political candidates on issues
- Raise awareness & influence policy re. Equality Issues for groups who experience discrimination – LGBT, Travellers, violence against women etc.
- Awareness raising events & training regarding equality issues
- Presentation of issues within the community - avoid isolation, air the issue
- Highlight policy framework and activate areas with deficits of concern
- Strong supporters of local and national networks
- Represent FRC issues on SIMS group etc.
- Communication via newsletter and social media i.e. Website, Face book, and Twitter

10. Review, monitor and evaluate

AIM—To monitor, review and evaluate the work of Hospital FRC

- Continue monitoring
 - (a) Each work area
 - (b) Detailed work reports
- Presentations by staff & to Board of Management Meetings regarding their work areas
- Annual review & planning of work by all staff and board
- Staff supervision and evaluation
- Staff Appraisals
- Annual progress report
- SPEAK Report

11. Support to vulnerable groups Men, Women, SKIPS, LGBT, Youth, those affected by Drug/ Alcohol Abuse

AIM—To provide support for the continued development of all groups linked to Hospital FRC

- Continued support for the development and continued existence of all groups
 - Training and support for women's groups
 - Support of men's group development.
 - SKIPS
- Secure funding for relevant projects
- Peer Support Groups
- Support outside groups using the centre's facilities i.e. AA, Alon, Grow it Yourself, Carers etc.
- One off events
- Support groups who experience discrimination, one to one, referrals & support groups.
- Evaluate the development of all groups