# Family and Child Connect

Jodie, Mum and Family and Child Connect client:

Yeah, so the co-parenting relationship broke down over the course of three years. And it eventually led to us not agreeing on how best to manage our children's mental health.

One of my children's mental health deteriorated to the point where we did need a hospital visit. The hospital staff were wonderful, but we had you know, we had to deal with this, the aftermath of what that situation meant.

Mannix: Engagement and Referral Practitioner, Family and Child Connect:

The first meeting was really, really good with Jodie. She was really welcoming. She really wanted to talk about what was going on for her and the kids. And we were able to have a really good conversation around what was going on.

Visual: Jodie, Mannix and another Family and Child Connect staff member sitting on lounge chairs talking.

We're able to identify what the family's needs were and what was a bit of a struggle for the kids. From there, we were able to offer certain supports. So I linked Jodie with services for legal advice and counselling and also linked in with a specialist practitioner to support with a specific area of the issues that they were having.

Jodie: It wasn't just a fly in, fly out, visit. It was a sit down and let's, you know, we're here for you. Let's work it out. So I felt, I felt really, I felt seen.

Visual: Emoji cushions showing a variety of expressions follows by wall art featuring the words caring, courageous and collaborative.

I felt like they were really listening to me. I felt like if I said I can't cook dinner, they would help me with finding a service that would help our family.

Mannix: So both the kids felt like they needed some counselling support. So that was around just being able to work through the trauma that they had experienced.

Jodie: Well, family life at the moment is, as you'd expect with a teenager in the house. But we have more open conversations. We are in touch with each other's feelings. We know each other's boundaries a little better now.

And it is still a work in progress.

Visual: Jodie, Mannix and staff member on the couch chatting socially.

Mannix: From seeing Jodie today, I can see that she's definitely feeling a lot more empowered than she was when we first went out to see her, she felt very lost. And the kids, I think, felt quite lost as well.

Whereas now I could see that she was able to manage the children very well. She may be having some tiffs with her kids, but that's the general thing with families and what we expect. But she's able to manage that with confidence now and feel empowered to manage that.

Jodie: I feel like it was you know, the universe was really looking to help me out because I can't believe I found a service that was free and that was willing to go above and beyond what I thought a service could actually do.

The assistance that I received, yes, the doctors helped me. Yes, the school helped me, but no one was able to help me move forward from where we were.

We were stuck and we needed help. And I just can't believe how well they came through for us.