

Zoe Support Australia Vision Statement

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1. Who We Are

Zoe Support Australia (Zoe Support) is a place-based not-for-profit Community Service Organisation operating in Mildura, VIC and surrounds. We are dedicated to the benevolent relief of social isolation, poverty, ill health, destitution and distress of young mothers (aged 13-25) and their children in order to re-engage mothers in education, employment and social programs. We offer a culture of Connecting, Inspiring, Learning.

2. Our Aims

Zoe Support Australia's primary objectives are for mothers to break cycles of welfare-dependence, increase mother-child attachment and family stability, improve mental health and physical wellbeing, decrease incidents of family violence and substance abuse, engage in higher education, and find employment.

3. Our Target Group

Zoe Support Australia clients are disadvantaged pregnant and parenting mothers aged 13-25. Our support extends to the children of these mothers. Through service delivery, we may also make a positive impact on other members of the family constellation, such as fathers, partners, siblings, parents and grandparents.

We recognise that the members of our target group are likely to be single and/or from a background that is otherwise associated with higher levels of disadvantage, including Culturally and Linguistically Diverse groups, Aboriginal and Torres Strait Islander communities, and people with physical and/or intellectual disabilities. Further, clients may have previous or current experience with Family Violence, Child Protection and substance abuse.

These clients may have minimal or no access to practical support in relation to pregnancy and parenting and may be unlikely to receive the assistance they require from other community service organisations.

4. Our Rationale

Zoe Support Australia seeks to assist young, disadvantaged mothers because we recognise that this group is highly vulnerable. Without assistance, they are:

- At risk from mental health problems such as depression, anxiety, suicide and substance abuse;
- At heightened risk of experiencing despair, impoverishment and desperation as a result of pregnancy and parenthood;
- Likely to miss out on education and training opportunities because they don't have the emotional or practical support required to complete, or return to, education;
- At risk of becoming socially disadvantaged and that this disadvantage is likely to become entrenched, intractable and intergenerational; and
- Unlikely to achieve their full potential, including employment outcomes, due to lack of opportunity and guidance.

Zoe Support Australia seeks to assist this target group because:

- There is a gap in the community service system for the provision of wraparound services to the target group;
- The target group requires a specialised and well-resourced team of professionals who are trained to provide services tailored to young mothers;
- Without assistance the individuals within the target group are at risk of suffering long-term personal, social and economic detriments; and

- It is in the community's best interest to assist the target group as, without assistance, the individuals are likely to require long-term assistance from the public health and welfare system.

With support, this target group has an increased potential to:

- Remain engaged in education;
- Improve employment choice and satisfaction;
- Parent with greater support;
- Improve life outcomes for themselves and their children;
- Break cycles of intergenerational welfare-dependence; and
- Inspire other young mothers to succeed.

5. Our Services

Zoe Support Australia offers clients a wraparound, holistic and place-based service. We provide advocacy, practical support, and assistance to enable higher education and employment outcomes and develop confidence, self-esteem and personal skills. Our services aim to increase social connection, inspire mothers to achieve their goals and create opportunities for learning.

Zoe Support Australia has established four Zoe Centres and the Little Sprouts Op Shop & Café in Mildura. Through these facilities, we provide:

- Intensive casework by a team of qualified case managers, including Integrated Family Services for high-risk clients;
- Family Day Care provided by qualified Early Years educators;
- Advocacy and referrals with valued partners in health, education, welfare, employment and housing;
- Parenting programs, such as positive parenting, birthing and breastfeeding classes;
- Antenatal consultations and onsite medical visits in partnership with local health providers;
- Practical and housing assistance, including the provision of clothing, furniture and baby items and support to complete rental and public housing applications;
- Pre-accredited courses in a wide-range of subjects, including cooking, baking, sewing, literacy, numeracy, retail and hospitality through our status as a registered Adult, Community and Further Education Learn Local provider;
- Support to enrol in and complete accredited education;
- Study Hubs with computers, internet and printing;
- One-on-one and group tutoring provided by qualified teachers;
- Transport assistance provided by two 'Butterfly Buses' to take mothers and children to education, medical and other appointments;

- Supported playgroups;
- Social programs, such as the Zoe Pride Netball team; and
- Peer mentoring.

6. Our Vision Statement

Zoe Support Australia is a dynamic and compassionate Community Service Organisation with a vision of Connecting, Inspiring, Learning.

We understand that young mothers are extremely vulnerable when lacking the dedicated and practical support needed to raise happy, healthy children, making them more susceptible to financial difficulties and social isolation, and less likely to engage in education.

Connecting – Zoe Support Australia aims to connect clients with specialised case workers, services, volunteers, mentors and other young mothers in order to relieve the isolation that often comes with being a young mother. This is achieved through advocacy and removing barriers to participate in social programs.

Inspiring – Zoe Support Australia aims to inspire young mothers through their Life Journey Plan where they can determine parenting, education and employment goals for themselves and their children and be supported to achieve these aspirations. The community of young mothers at Zoe Support Australia inspire and support each other to dream big and take steps towards success.

Learning – Zoe Support Australia understands that engaging in lifelong learning enables higher education and employment outcomes and assists young mothers to become financially secure, breaking cycles of welfare dependence. Through case management, advocacy, tutoring and resource support, Zoe Support Australia assists mothers to participate in pre-accredited and accredited education to create better lives for themselves and their children.

7. Our Values

Zoe Support Australia's work is underpinned by the following values:

- *Respect*
Through an attitude of self-respect and respect for others we recognise the value of each person.
- *Compassion*
Through compassion and empathy we reflect to clients their unique worth and affirm their self-esteem.
- *Integrity*
All processes and actions of the organisation are conducted with integrity.

- *Justice*
Advocacy for justice and equity is sought for each individual with consideration to the complexity of each person's life and the imbalance of power in their experience.
- *Courage*
Courage is a value to develop for all staff and clients in order to move forward and make positive change where necessary.
- *Diversity*
All clients are respected and valued.
- *Dignity*
Every person has value and has an inherent dignity.
- *Choice*
We recognise each individual has the right to make choices in their own life. We do not support or condone coercion or manipulation in any form.
- *Trust & Confidentiality*
Trust is maintained by upholding the principles of confidentiality and privacy.
- *Excellence in Management and Service Delivery*
Sound governance and efficient, flexible and resourceful service delivery is practised, striving for excellence in all actions.
- *Effective Collaboration & Community Development*
Effective collaboration with each other, clients, other services, community and government is valued in developing positive partnerships. We move forward with the community in determining and servicing its needs, acknowledging strengths and working towards improving outcomes for all.
- *Commitment & Loyalty*
Through commitment to the Aims, Rational and Values of our organisation, we reflect and practise our shared Vision.

8. A Company Limited by Guarantee

Zoe Support Australia is a Company Limited by Guarantee. Zoe Support Australia will exercise the powers conferred on it by the Corporations Act 2001 (Commonwealth) in pursuit of the Aims, Target Group and Rationale set out above. These powers include all things incidental or conducive to the attainment of these Aims. Specifically, the powers include, but are not limited to, the ability to do the following:

- Operate in all Australian States;
- Initiate, manage and promote community fundraising activities;

- Make applications to Government and non-Government agencies, services, trusts etc for grants of funding;
- Purchase, sell, lease, invest and otherwise manage any assets for the purpose of raising revenue and satisfying financial obligations;
- Purchase, hire, share and acquire resources;
- Borrow money where necessary;
- Make donations to organisations with similar goals and objectives;
- Produce, publish and disseminate written material including articles, advertisements, fact sheets, brochures and manuals which promote knowledge, understanding and appreciation of the work and objectives of Zoe Support Australia;
- Employ staff and recruit volunteers and provide them with appropriate resources, training, supervision and ongoing professional development opportunities; and
- Prepare, negotiate and enter into licence agreements with parties interested in replicating the Zoe Support Australia model – or selected elements, ideas and/or resources – in other parts of the country.