

Attachment A

Wellsprings for Women Home Visitation Program Participant Case Study

Case study: Bianca*

Bianca* was born overseas in a developing country. She came to Australia as a refugee five years ago. Bianca migrated to Australia with 6 children.

Due to isolation and settlement related issues Bianca's mental health has significantly deteriorated in the last two years. She has no friends or family supports. Her older children left home which also caused her deep sadness and grief.

She developed a persistent migraine, overdosed on medication, and was taken to the emergency department. Authorities suspected it was a suicide attempt, which she denied, subsequently Child Protection were contacted and her children were taken away temporarily and then were later returned to her care. Initially, it used to appear that her needs were more around isolation and psychosocial stressors than mental illness. However, it is now known to us that she has been living with depression and anxiety.

Bianca was referred to our Home Visitation Program. Since then, Wellsprings for Women has been working very closely with Bianca in order to minimise the psychosocial stressors and enable her to live her life fully. Bianca experienced housing insecurity and Wellsprings worked with her to secure housing but the stress of looking for suitable accommodation took its toll on Bianca's mental health. She started to become emotionally unstable having to go from one property to another. With Wellsprings support, Bianca offered her landlord more money for rent to keep her where she is and this worked.

Ongoing conflicts with her departed children led Bianca's mental health which was already unstable, to become significantly affected.

Her coping mechanisms were at a low end which affected her relationship with the children who lived with her. Her daughter used to hit the doors, locked herself in the toilet and became quite violent in the house. Wellspring intervened and arranged help for Bianca and her daughter through parenting support services.

Currently, Bianca is concerned that she is gradually losing her children due to the difficulties and challenges they all encountered since migrating to Australia. The break down of the family increased her frustrations, and heightened the level of anxiety and stress in her life.

Presently, all professionals involved to work with Bianca are in close contact. Wellsprings Women Support Coordinator organised a care team meeting that was attended by the two Family services workers, Bianca and a support person. A plan has been made and agreed by Bianca and her care team. This plan outlines that a support will be provided to Bianca to attend all of her scheduled appointments with health workers. Bianca will be picked up by the Home Visitation Volunteer, or Wellsprings Women's Support Coordinator. The Family Services worker will provide opportunities to Bianca to help promote her relationship with her children. Psychologist will work to implement some strategies to assist Bianca to decrease the level of stress and anxiety. Currently, Bianca reports that she can hardly sleep at night due to having bad dreams which cause her a huge amount of fear and despair.

In conjunction with this, Wellsprings is assisting Bianca in envisaging and acknowledging all the opportunities available to her. Wellsprings has for instance helped Bianca enrolling in English classes in order to address the language barriers she faces. Additionally, Wellsprings is supporting Bianca with the difficulties she is encountering with her children.

Ultimately, the Home Visitation volunteer is helping Bianca to gain confidence and self-esteem. It is about making her feel that her life can change for the better.

*Name has been changed for client privacy