



# **Friends Guide Book on OUTREACH**

## ***PUBLIC document - 2010 version***

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### **Introduction on the guide book**

#### **Why an outreach guide book?**

- To ensure best quality services to children, youth and adults
- To help social workers improve their work and solve the problems they face
- To share the knowledge and experience of the FI staff

#### **Who uses the outreach guide book?**

The outreach guide book is to be used by all persons working on outreach as part of a Friends Program (staff or volunteers)

**This document is the public version of the guide book. For information about the full Guide Book and about collaboration with Friends-International, please contact Friends-International.**

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# **1. General understanding on outreach**

## **Definition of outreach**

Outreach is the situation where a social worker is working with a beneficiary (child, youth, adult) in a location outside of the project facilities. Outreach takes place where the beneficiaries are easily accessible: the beneficiaries' place of residence, place of work, place of entertainment, place of detention...

## **The objective of outreach**

- To save lives and protect from injury the children and youth (and families/caretakers)
- To build futures of children and youth (and families/care/takers)
- To collect and share information about children and youth and families/caretakers

## **Target group of outreach**

The target group of outreach is the entire target group of the program:

- Children/ youth: street children/youth, working children, children/youth in detention... (see Definition in FI Mission)
- Families/caretakers of the target children and youth
- Communities around the target children and youth and their families (teachers, neighbors, shop owners, bus drivers, policemen, other NGOs staff....)

## **Outreach is the most essential part of any program**

Outreach is the first activity when a program starts.

Outreach never stops, it is a continuous activity

Outreach provides information that orients all other activities / services

Outreach collaborates effectively with other Friends Programs services and with partners

# **2. The principles of outreach**

Outreach services are for all children/youth/adults in respect of their gender, sexual orientation, religious beliefs, political ideals, ethnic background, nationality, health situation, legal status, and social backgrounds;

All decisions are taken for the best interest of the child/youth.

Beneficiaries join services on a voluntary basis.

Outreach workers show respect to the beneficiaries, they do not have a judgemental attitude

Outreach workers are "professional friends"

Outreach workers learn from the children and youth they work with

Outreach services are delivered in a development approach. Charity is not considered a solution to any issue.

Outreach services can always be improved and need to constantly adapt to the changes in the environment (geographical, human, social, economic...)

Outreach workers are positive and dynamic, they believe in everybody's capacity to change.

Outreach is not intrusive (do not wake up children, disturb during work, etc.)

Outreach workers express and practice the principle of confidentiality

## **3. What do I do on outreach?**

**Outreach aims at:**

- 1-Saving / protecting the lives of children / youth**
- 2-Building the futures of the children / youth**
- 3 -Collecting and sharing information about children and youth and parents**

**Outreach is composed of 6 main sets of activities:**

*3.1 - Initial contact: The first impression is essential for future relationship*

*3.2 – Activities to learn about and better understand the children/youth, families and communities: The outreach workers develop excellent relations with the children/youth; therefore they know precisely the living conditions, the plans and the needs of the children/youth.*

*3.3 - Protection activities: preventing children/youth/adults from getting hurt*

*3.4 - Development activities: ensuring that children/youth/adults develop their mind, their body and their brain*

*3.5 - Social integration activities: supporting beneficiaries to live in a family/environment and to access school/employment through case management*

*3.6 - Collection and sharing of information: and must guide the design of all subsequent activities / services. Reports from Government agencies or from other NGOs are essential but only complement the information collected on outreach.*

## **4. How do I do this?**

**(including does and dont's relevant to your project)**

### **4.1. The prerequisites to outreach**

### **4.2 Technical organization of outreach**

*Locations and schedules*

*Transportation*

*The working area*

*Materials*

*Case management (see the Friends guide book on case management)*

*Collaboration with other services and referrals*

*Reporting and Information sharing*

*Media and visitors on outreach*

### **4.3 The team**

*Composition of the team*

*Training of the team*

*Clothing of the team*

*Staff attitude*

*Staff safety*

#### 4.4 child/youth participation

#### 4.5 Monitoring and evaluation of outreach

#### 4.6 other points

## 5. What should I do When I don't know what to do?

- **I don't get excited or upset**
- **I ask my team members, my team leader, my project manager**
- **If I am not in an emergency situation:** I tell the children/youth/adults that I will check and come back to them. I do not tell them things I am not sure about or that are untrue
- **If I am in an emergency situation and nobody can advise me:**
  - I do what I consider is the best for the child/youth. The priority is the physical and mental safety of the child/youth
  - On the same day or on the next day I ask my team leader or my project manager to discuss about the situation so I know how to react next time.

## 6. Reference and resource documents

- Friends-International Child Protection policy and procedures
- Friends-Programs charter
- Example of daily reports frames
- Example of snapshot survey frames
- Example of team weekly schedule

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