



**Problem Overview Sample (issue: Jo has stopped going to school)**

**Problem Definition in W-Facts, Stakeholders' Perspectives, Stakeholders Contribution**

<b>Stakeholder Name &amp; Role</b>	<b>What is exactly the problem? Use W-facts- Who When, What &amp; Why.</b>	<b>What does Stakeholder want to happen?</b> Differentiate wish, will & delegation. Substantiate will through observation of actions	<b>What does stakeholder want to contribute to help situation?</b>
<p><b>Mr Ng - Father.</b> Works as an odd job labourer. Has long history of ailments due to old age. A strong and resilient member of the family.</p>	<p>* Mr Ng feels that school has not been supportive with the development of his youngest child. * He wants to respect his child's wish of not schooling. He does not want to force the child. He feels that education is not so important for the child, as long the child stays at home. Mr Ng wants to provide the best things for his child.</p>	<p>*Wants youngest child- Jo to listen to him and stay at home, while he is at work. * He always reminds Jo to behave and take care of herself before he goes out to work. * For Jo's safety, he does not allow her to leave the house on her own.</p>	<p>* Mr Ng locks Jo up at home and shuts the windows whenever he goes out to ensure the safety of the child and help lighten the situation at home. * He is willing to work to contribute to the family, despite of his poor health.</p>
<p><b>Mdm Ng - Mother</b> * Works as a cleaner. * She is the main breadwinner and takes care of the children whenever she can. * She * She is a resourceful and assertive woman</p>	<p>* Mdm Ng feels that Jo's wish should be respected. She does not want to push her child to go back to school as she is afraid to lose the child. * Jo had threatened to run away if the parents push her to the limit. * She feels that she can get Jo to listen to her when she does not force her way.</p>	<p>* Wants Jo to be understanding of the family's situation and learn to take care of herself while the parents are out at work.</p>	<p>* Often gives into the Jo's demands. She says she does this with the hope that Jo will be more cooperative.</p>



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<p><b>Nick -first child</b>          * Studying at ITE last year but had to drop out of school due to family's circumstances.          * Worked part-time at supermarket to supplement the family's house-hold income.          * Nick is currently serving his national service.</p>	<p>*As the eldest child, Nich wants the best for his younger sibling.          * Wants Jo to go back to school if possible. He feels that a proper education is important to secure a stable income for their family in the future.          * Nick also feels that he should respect his sister's wish to discontinue her schooling and feels that the community should not pressure Jo to go back to school.</p>	<p>* Hopes that one day Jo's case worker can respect her will to drop out of school and be more understanding of his family's socio-economic situation.</p>	<p>* Nick is willing to work with the case worker and help Jo in her overall development.</p>
<p><b>Norman- second child</b>          * Sec 3 student, attended school for only 5 days at the beginning of last year.          * Likes to spend time at home, like watching movies          * Helps mother with housework very often          * Closer to Jo than his elder brother</p>	<p>* Says that Jo's schooling is not an issue.</p>	<p>* Norman too values his freedom and thinks Jo's wish must be respected.</p>	<p>* Norman is a good listener and likes to blend into the background           * Seldom communicates with case workers and likes to mind his own business.</p>



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<p><b>Jo (third child)</b></p> <ul style="list-style-type: none"> <li>* Primary 5 EM3 student</li> <li>* Stopped going to school 27 June 2005.</li> <li>* Also watches videos (of Chinese pop idols) with Norman.</li> <li>* Often goes to bed at 2am, wakes up at lunch time</li> </ul>	<ul style="list-style-type: none"> <li>* Jo dislikes the school structure</li> <li>* She feels that she had little support from the school and was often bullied.</li> <li>* Finds it difficult to wake up in the morning for school</li> </ul>	<ul style="list-style-type: none"> <li>* Jo wants to leave school and wants the school teachers to stop persuading her to stay.</li> <li>* Prefers to stay at home to watch movies and keep abreast with news of her favourite celebrities.</li> </ul>	<ul style="list-style-type: none"> <li>* Jo threatened her parents that she would run away they continued to force her to go to school.</li> </ul>
<p><b>School</b></p>	<ul style="list-style-type: none"> <li>* School sees the problem of irregular attendance.</li> <li>* feels that the parents are uncooperative and too permissive</li> <li>* School organisation sees the parents as "bad" role models for the child.</li> </ul>	<ul style="list-style-type: none"> <li>* Wants Jo back in school so she can prepare for her PSLE.</li> <li>* The principal and school teachers have visited Jo at home on several occasions.</li> </ul>	<ul style="list-style-type: none"> <li>* School is willing to work with workers from the community based agency and provide school financial assistance to the child.</li> </ul>
<p><b>State child protection authorities</b></p>	<ul style="list-style-type: none"> <li>* Child protection officer sees issues such as child neglect, no school attendance, smoking and child's health is affected.</li> <li>* Sees a need for the government and the community-based agency to intervene in the best interests of the child.</li> </ul>	<ul style="list-style-type: none"> <li>* Wants the parents to lodge a Beyond Parental Control complaint at Juvenile's Court</li> <li>* Wants a community-based agency to intervene and work with the family to solve their issues first</li> </ul>	<ul style="list-style-type: none"> <li>* Prefers to leave the community-based agency to manage the case and take all necessary preventative steps to ensure that it does not escalate into a crisis.</li> <li>* Intends to step in if physical or sexual abuse takes place.</li> </ul>



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<p><b>Social worker at Voluntary Welfare Association</b></p>	<ul style="list-style-type: none"><li>* Worker sees that Jo is not in school and believes that school is an essential to her overall development</li><li>* Also believes that other options can be explored to first engage Jo and find out what she likes doing best.</li></ul>	<ul style="list-style-type: none"><li>* Works with the school hoping for an arrangement that will persuade Jo to return to school</li><li>* Wants to ensure that Jo's basic needs - education, food etc. are taken care of</li></ul>	<ul style="list-style-type: none"><li>* Is open to working with community partners.</li><li>* Is willing to bring Jo to school if she has difficulty waking up - but knows this is not a long-term nor meaningful solution</li></ul>
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