The outreach work in Poland and Norway

Abstract
The main aim of this article is to shed some light on the practice of outreach work. I will present the method of outreach work and suggest ways of improving its practice by an application of concepts derived from the strength perspective. My focus is on the outreach work related to street children. Street children are in a particular need of such initiatives. My reflections are based on the situation in my own country, Poland, and in Norway, where I had the possibility to observe outreach workers for one month.

Keywords
outreach work, street work, street children, strength perspective, Family Group Conference

Introduction
Work with children and youth is complicated. “Sometimes it feels like we are in the eye of the storm, the calm part of a whirlwind that gives us a brief moment to breathe before the turmoil begins again” (Crosson-Tower, 2003). It is impossible to have one method of working; therefore methodology

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of social work with children gives us a variety of feasible options to choose: from residential care, through daily care centers to outreach work (street work). Social work depends on children’s needs and social workers’ ability to recognize and understand children’s perspectives and their experiences. Unfortunately, there are many young people who are in need and their number is still increasing. In particular, street children are in special need.

On the occasion of the Spring Session of the Council of Europe’s Congress of Local and Regional Authorities, held in Strasbourg on 27 March 2007, Ms. de Boer-Buquicchio, Deputy Secretary-General of the Council of Europe presented the problem of street children in Europe. She pointed out that the phenomenon of street children concerns the whole global community; moreover, its prevalence is increasing. The United Nations estimate the number of street children to be 150 million, which is more than the population of France and Germany combined. “Poverty, family disintegration due to health or death, neglect, abuse or abandonment, and social unrest are all common triggers for a child’s life on the streets” (www.enscw.org/advocasy_100507.html).

The phenomenon of street children receives more and more attention from various fields of knowledge and practice. Particularly, it has been of a great concern among social workers who occupy the front line in work with this problem. New methods and ways of working are introduced in order to develop and improve the quality of social work practice. One of these newly implemented methods is outreach work, which accentuates the importance of working with children in their own environment, visiting their places and helping them.

### The characteristic of street children

Street children are emotionally, psychologically and socially abandoned by parents who fail to secure their basic needs. They come from pathological families. They are socially and educationally neglected. Moreover, they are often abused and exploited by adults or their peers. They need money for living, so they beg, steal or prostitute (Fidelus, 2006). Yet, they are not a homogenous group. Many of them come from well-off families. They have everything in their homes apart from love and care. Their parents are only interested in their jobs and careers, therefore children look for support and approval among their peers on the street (Olszewska-Baka, Pytka, 1999).
It is very difficult to provide one, exhaustive definition of street children. Street children spend most of their time on the streets. In most cases, the lack of parental attachment and commitment to children is recognized as the pivotal factor leading to vagrancy. Failures in securing basic needs and providing safety at home are forcing young people to look for its substitutes on the streets. The street has for them a significant meaning; it is their source of knowledge and place where they are involved in a variety of social activities. Consequently, they are brought up and educated on the streets (Kołak, 2002). That concept includes also children who do not abandon family home entirely, but only spend their free time on the streets (Prajsnerowie, 2004). We can also add to this group children who are members of different youth subcultures. They are often engaged in antisocial behavior (Olszewska-Baka, 2000).

We can differentiate between two categories of street children:

- “children in the street”: they spent a lot of time in the street, but they come back home during the night
- ”children of the street”: children who live in the street all the time. These children spend the nights anywhere in the street, stay up late and get little sleep. They also may spend periods of time at home or institutional homes or shelters (James, Prout, 1997).

Obviously, these two categories are very close to each other. In Europe, mostly in Western countries, I have observed ‘children in the street’, who come back home during the night. In other, I mean Eastern countries of Europe, like Romania, Russia, etc.; we can observe ‘children of the street’ who live in the street. Sometimes, they do not have place to come back to. In this article I will focus on the ‘children in the street’. Many children in Europe spend all their time in the street and their families do not have any influence on their life.

To sum up, we can say that “street children are emotionally lonely. They are trying to avoid home, because it is a source of dangerous situations for them or place of emotional emptiness, lack of inspiration and stimulation which is essential for growing up and living” (Olszewska-Baka, 2000, p. 20).

Observing these children, we can notice differences in ways of understanding their situation in various countries. African and Latin American approaches focus on the presence and role of girls among the street children context. Western European countries refer to the problem of ‘runaways’ and ‘young homeless’ or ‘juvenile street gangs’. Indian and Brazilian countries have
a wide problem with whole families living in the street (James, Prout, 1997). Street children choose various places: streets between block of flats, railway stations, cellars or, what is very common nowadays in developed countries, shopping centers. We can even call them ‘shopping centers children’. It is an interesting social phenomenon that children choose extremely crowded places and they are at the same time invisible there.

Children who are brought up by the street, no matter whether it is an open area or a shopping area, have the same needs. They are not accompanied by adults, so they need care, protection and interest of parents, teachers and social workers. Outreach workers go to them and intervene secretly and quietly to help them to resolve their problems.

The concept of the outreach work- street work theory and practice

Outreach work is a social work approach that is used to work with street children. This approach is based on the same rules as street work. It is directed towards to the client outside the institution. It helps people who do not use conventional social services and who are “in need”. The main aim is to improve the life situation of a client by engaging his/her activity (Michalska, 2005). The role of the outreach worker is to provide support to children, young people and their families through discussion, exchange of ideas, goal-setting and assistance with particular tasks (www.haringey.gov.uk/haringey_on_track_outreach_work_progress_report_summary.pdf-).

Work with children and young people relies on visiting areas, where youngsters choose to spend their rime. Outreach workers engage young people. They focus on building voluntary relationships at locations where young people gather – streets, cafes, parks, shopping centers, etc.

The role of outreach worker can be defined as follows:
- target areas where young people choose to gather;
- initiate contact with young people on their terms through the means of a careful negotiation,
- develop both respect and credibility among the young people they meet,
- support young people to make positive decisions affecting their own lives,
• conduct confidential observations,
• facilitate the access of young people to resources,
• provide young people with opportunities to discuss issues affecting them and their community,
• provide information and guidance,
• challenge anti-social attitudes and behaviors (www.denbighshire.gov.uk).

Street workers perform the same activities. They protect children’s rights and intervene in situations that are dangerous for children. They try to earn trust of young persons and to change their anti-social behaviour. Using cultural and educational activities, they introduce children to interesting possibilities of spending free time and provide an alternative to life on the street. Street workers are frequently called children’s friends (Kołak, 2002).

A.R. Mickelson (2000) reflected upon key elements of the street work practice. Three-stage practice constitutes a creative and innovative instructional philosophy that enriches and develops ways of approaching and working with street children:

1. pedagogical flirting: initial contacts with children and youth,
2. pedagogical romance: dialogue has been established and ties are formed between a social worker and a pupil,
3. pedagogical coziness: young person is integrated into a project and makes plans for the future (Mickelson, Roslyn, 2000).

That practice has been applied in Cuba, but taking into account its potential and new possibilities, it is expected that it will be employed in other parts of the world by social workers and outreach workers.

Based on the literature review and my own observations of street workers’ and outreach workers’ activities, I would like to emphasize that there are no differences in their jobs. The concepts of outreach work and street work are used to describe the same actions in different parts of the world. While developing countries from Africa, South America or Asia talk about street working, well-off European countries use the term of outreach work. This relates to the type of needs that are identified and the situation of a country. For example, in many developing countries street children are primarily in the need of shelter and food. In wealthy, developed countries, they mostly need interest of adults. However, it is important to note that in both cases street children are brought up by the street, and they need love and care.
It is interesting to discuss why the same social help is defined differently. Both street work and outreach work focus on fulfilling children’s needs. In poor countries, children are provided with basic material things; in rich countries, the main focus of work is on emotional support. This appears to be the core difference between these two definitions. In my opinion, it is very difficult to admit that in economically well-functioning countries, there are street children. It seems to be much easier to talk about work outside the institutional setting, rather than street work with street children.

My contention is that both street work and outreach work are based on some aspects of the strength perspective in social work. Moreover, the strength perspective is a perspective which can help to develop these methods of working.

The strength perspective as a theoretical background of outreach work

The strength perspective is “a dramatic departure from conventional social work practice” (Saleebey, 2005, p. 1). It is a theory and practice that stresses the development of such forms of help and support that enable people to use their strengths. The strength perspective practice aims “to discover and embellish, explore and exploit client’s strengths and resources in the service of assisting them to achieve their goals, realize their dreams and shed the irons of their own inhibitions and misgivings and society’s domination” (Saleebey, 2005, p. 1). The social worker relies on trust and creativity, not only his/her, but also client’s own ideas and suggestions.

How can we compare this perspective to outreach work? The outreach worker looks for strong sides in children to show them that they can overcome difficulties on their own. S/he tries to show these children a different perspective on their lives and to help them to find own strength to come back and to live in the society which excluded them. The street worker’s acting gives street children belief in their good attitude and belief in themselves. In general, street children may often feel that they are the reasons of all problems and they are a burden to a society. The aim of social work practice is to change this viewpoint and to show how important and good this child is for the society. Working with street children is about helping them to reach their dreams. Sometimes, they are simply related to the need of interest, care and love.
The outreach worker uses creativity, talents and possibilities of children to help them to resolve many problems. It is enough to listen to the child who has got an idea how to act, but does not have enough power, because of constrains created by adults.

Trust is another very important aspect of the strength perspective and street working. It is mutual relationships, in which a social worker can trust a client and a client can trust a social worker. Outreach worker cannot work with children without trust. Many street children have been hurt by adults and do not trust them. They do not want to make friendships with them. The starting point of outreach work is to come as close as possible to a child to earn his/her trust. Only when a child believes a street worker, a street worker is able to help. If the worker loses this trust, s/he will never see this child again or will never be able to talk to them.

The strength perspective is based on the following formula: “to mobilize client’s strengths (talents, knowledge, capacities, resources) in the service of achieving their goals and visions and the clients will have a better quality of life on their terms” (Saleebey, 2005, p. 1). In outreach work the aim is to mobilize child’s strengths to help him/her. Otherwise, if you as a social worker try to use your power, you will never be able to cooperate with this child. Maybe, you will have the feeling that you are helping him/her, but it will be against your client wish and will.

Table 1. The similarities in the strength perspective and the outreach work

<table>
<thead>
<tr>
<th>The strength perspective</th>
<th>The outreach work</th>
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</thead>
<tbody>
<tr>
<td>To discover and exploit client’s strengths</td>
<td>To look for strong sides in a street child and adopt them in helping activities</td>
</tr>
<tr>
<td>To realize client’s dreams</td>
<td>To realize child’s dreams</td>
</tr>
<tr>
<td>The importance of client’s trust to the social worker and social worker’s to the client</td>
<td>The importance of child’s trust to the street worker and street worker’s to the child</td>
</tr>
<tr>
<td>The client’s creativity develops during a helping process</td>
<td>The street worker is using the child’s creativity in outreach work</td>
</tr>
<tr>
<td>All helping processes give back belief in client’s strengths to him</td>
<td>All helping processes give back belief in child’s strengths to him</td>
</tr>
</tbody>
</table>

*(own conception)*
I have noticed two perspectives in outreach work. The street worker can only focus on replacing a child to the safe place and his/her role is over. Although, s/he as a friend of a child can try to find a solution in the environment of a child using its strengths.

D. Saleebey (2005) discusses 6 principles in the strength perspective, which can be also considered as rules in that two perspectives in outreach working. I would like to discuss them below.

1. Every individual, group, family, and community has strengths

The aim of a street worker is to find together with children their possibilities to overcome problems. The power to resolve and change situation is in these children and we ought to find them. We have to remember that, in most cases, these kids do not want our help. They do not trust any social workers and they run away from different institutions. However, by giving them a chance to decide about their own future, they will be able to create their life capacity. It will also bring trust to us and open an area of ideas on how to improve his situation.

Children, especially street children, do not like when adults tell them what to do. In situations when they make decisions themselves, they will have more wish and will to realize them. This will also bring them belief in their strengths and life possibilities.

2. Trauma and abuse, illness and struggle may be injurious but they may also be sources of challenge and opportunity

Running away from home, institution is very difficult for every child. Adults ask themselves why kids go away from their own families. The answer is sometimes unbelievable: because of the abuse, violence; they are not loved nor cared for. They are looking for protection on the street. This is a traumatic situation for a child, but it also gives the possibility for change of the conditions. The child will not be abused, beaten, etc. any more. The family has a chance to convert their way of living and treating a child. Running away from home can be seen as a child’s call to improve the situation at home. The change depends on the personality of family members of, a good helping plan and acting of a social worker.

3. Assume that you do not know the upper limits of the capacity to grow and change take individual, group, and community aspirations seriously
Street children are strong. Very often we are surprised by their ideas for life, their strong will to survive. They have amazing potentials of creativity and imagination. A smart street worker will use this to plan a help a child. Empowerment can be however one of the most difficult elements of social work. To put power into child’s hands, trust her/him and to have partnership relations with her/him requires a lot of strong will and trust from a social worker.

4. **We best serve clients by collaborating with them**

The street children do not want our acting, they want to feel important, and they want to act themselves. Very often they run away from home because they do not have their own world at home. We cannot insist on making decisions for them. When we meet them, they are spending a lot of time on the street and they are responsible themselves for their own lives. We can only help them by collaborating with them, not taking away responsibility from them. Respect and acceptance are the most important in this profession. Without partnership, street children will not trust us and will not allow us to help them.

5. **Every environment is full of resources**

Every person chooses the place which is safe for her/him. Street children are not willing to change their environments. They have friends and people who they can trust, they have their own resources. The street worker tries to cooperate with this environment (family, teachers, friends, etc.) to find the best solution for the best interest of a child. Taking a child to the institution is not a good way of helping. These children very often run away from care centers. Work in children environments can be seen as giving them a chance to use their strengths, to create a better life in a place where a child is living. It is important to withdraw the idea of taking him/her to a different setting.

6. **Caring, caretaking and context**

Every child needs care and love. Street children spend time on the street because of lack of interest and love at their homes. Social workers give them care; they make them feel very important to an adult person. This adult person could be anyone: a street worker or a volunteer. The most important is the experience that somebody cares for me.

J. Garbaring attempts to identify aspects that may help a street child to come back to a society. He discusses three elements:

- authority appears in the family of a child,
• in the family there are moral and cultural norms,
• there is a person who cares about a child (Prajsnerowie, 2004).

These rules show how together with a child we can help him/her. The main aspect in this type of help is finding a person who the child can depend on.

I have discussed 6 rules of the strength perspective which can be seen in outreach working as a future perspective of an ideal way of working. Helping a street child is about joining him/her on their way to the better future using his/her strengths, resources and letting him/her create his/her life.

● Outreach and street working practice in Poland and Norway

I had the possibility to observe two different ways of outreach working in Europe: one in Poland and one in Norway. The same method is used in both countries, but still each country has a specific way of approaching street children, which is greatly influenced by the situation in which these children find themselves. In the following section, I will describe and compare two programs that are used to help children in the street and children of shopping centers.

● The outreach work in Poland

The program “The Street Children” is run by qualified social workers who work as street workers and volunteers-students of pedagogy and psychology in Bialystok, in Poland. The program was initiated at the end of 90. It is based on the idea that every child who seems to be miserable, unhappy, lost, unloved can find help in this organization.

Qualified social workers, volunteers and other people from the nearest surrounding of the children were fully engaged in introducing this program to practice. Street workers visit the areas where they can find poor, miserable children, for example, in streets between block of flats, in parks, at discos, in railway stations, etc. Every person covers a different part of the city and looks for young clients. Street children are brought up by streets. To help them, street workers need to enter their environments and act there with them. This helps street workers to become a part of street children's life and to come closer to them. The most difficult part of this profession is to find the connection
and become a trustworthy adult for a street kid. Street workers begin with observations, they gradually start talking with children, and finally, they invite them to daily care centers where children can find some calm and cozy place to do homework, play and eat a meal.

The main aim of this project is not only work as a street worker, but also as a provider of care in a daily care center. The social workers create “Przytulisko“, a daily care center for street children. Street children can come there to observe and to start adopting other perspectives on life than living on the street. Very often children find the activities prepared by students so exciting and fascinating that they come back the following day, accompanied by their siblings and friends. Specially qualified professionals use play time to engage in socio-therapy, music-therapy, art-therapy, and help children with problems at school. Children regain a belief in themselves and a hope for a better life. The staff also organizes mediations and family therapy for families of their young clients (Olszewska-Baka, Pytka, 2000). They focus on every aspect of children’s life: street living, but also family living. One of the main reasons causing children to choose a street life is a poor family situation. It is often terrifying to realize that the place which should be safe and friendly is sometimes a nightmare which children want to forget. Therefore, the street becomes a “sweet home”. In this context, “Przytulisko” is an example of a positive change in the cruel adult world.

The outreach work in Norway

The outreach work in Norway has its roots in 1969. At that time, because of poverty, a lot of Norwegian children went to Denmark to look for a better place. Unfortunately, after the arrival the only place for them occurred to be the street. Social workers from Norway went to Denmark to meet these children and to take them back home.

In Norway there are two concepts of describing outreach work: detached (outreach) work and outreach work. In the first one, social workers are based in a certain place and they want street children to come to this place to find protection. The second option entails meeting children in different places; talking with them and giving information where they can find help if they want to (www.outreachwork.no). In Bodo, the city in the north of Norway, I had possibility to observe the latter way of working.
Similarly, like in Poland, very important in this work is motivation and trust. The outreach workers from the “Utekontakten” (Bodo) try to get children’s trust and then help these children. They are visiting different places where young people gather. Nowadays, very popular places for youngsters are big shopping centers. Social workers have got special identity tags, which make them visible. They are waiting for kids to come to them themselves. They do not try to contact children who do not want that. The respect of a child’s will is a main rule, and one cannot help people who do not want that. Listening to the child helps the social worker to build the trust. I think it is a very important aspect in this work. We, I mean, as parents, do not listen to children, that is why they are looking for interest in the street. Then, the social worker provides a child with support, advices and information. It is surprising that youth come to an outreach worker themselves. On the other hand, it shows that young people need adults, they want their advices, but they also want partnership and cooperation.

The “Utekontakten” cooperates also with schools, where the outreach workers meet children, talk with them and give information, for example, about drug addictions. They have special website where children can ask important to them questions. Even parents cooperate with outreach workers and may ask for help (www.utekontakten.no).

**Table 2. The Family Group Conference for a street child’s family**

<table>
<thead>
<tr>
<th>The Family Group Conference for a street child’s family</th>
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</thead>
<tbody>
<tr>
<td>The improvement relations of the family</td>
</tr>
<tr>
<td>The child feels that s/he is loved, cared for and s/he is important to others</td>
</tr>
<tr>
<td>The chance for a child to come back home</td>
</tr>
<tr>
<td>The division of responsibilities in the family</td>
</tr>
<tr>
<td>The family learn how to live with their child</td>
</tr>
</tbody>
</table>

* (own conception)

The Polish program “The Street Children” has very similar rules to Norwegian institution “Utekontakten”. Both aim at helping social workers to organize their work and provide ideas about how to work with independent children. I have used the world «independent», because these kids do not fit the society of adults and they have their own rules, regulations of street children’s world.
In both cases, aims of social workers are very similar:

1. the best interest of a child is the most important aspect of this work, especially in situations when children’s well-being is threatened
2. to accept and respect a child and its way of living
3. a child is free to accept or reject help that is offered
4. to work with a child in its natural environment
5. to respect privacy of a child
6. to cooperate with other care institutions (Olszewska-Baka, Pytka, 2000, pp. 22–23).

These rules are very important in outreach working. The acceptance of a client free will even when deciding whether to talk to social worker or not, shows how unique and difficult this profession is. Outreach workers try to reach people who do not want to take any help from social welfare. Therefore, it is very important to respect a client and to act in accordance with his/her rules.

Engaging parents and families in the outreach work

According to the ecological model, work with children needs to engage their nearest environment. It is particularly successful when focus is also placed on help provided to the families of children (Mc Croskey, Meezan, 1998). Moving a child from one place to another is not an option. It is only a short-time solution. If a child spends most of his/her time in the street, it is a sign that the family needs some help. Parents of street children are taking part in the fast and merciless run for the career. The mass media promote the freedom in bringing up children. Parents and children do not talk about their emotions. The need of love and care are fulfilled on the minimum level (Olszewska-Baka, Pytka, 2000). The outreach work provides help in such situations. Moreover, changes within the family are crucial aspect of successful work because they provide a ground for the future.

Polish street workers who participate in the project “The Street Children” try to establish contact with children’s parents. For example, together with children, they organize different festivals. They welcome parents to participate
in these celebrations. Such events provide a good opportunity for street workers to try to talk with parents and exchange information about children.

However, the contact with parents is challenging. Often, parents do not want to listen to social workers, they do not see problems in their families. They have got bad experiences after talking with teachers and workers of care centers. They are afraid that they can lose their children (Olszewska-Baka, 2000).

According to my observations in Norway, deployment of the strength perspective seems to be a very successful way of working with street children’s parents. These people do not want to listen to what do they do wrong. They need somebody who will tell them that they have enough power in themselves to help their children. They do need a chance to reestablish meaningful and deep contact with their children and help their own families.

Family Group Conference as an approach in the outreach work

“The Family Group Conference” is one of many practices recommended within the strength perspective, and it could be applicable to work with families of street children. The conference is designed in a way that encourages parents to make decisions, which in effect offers them a chance to resolve difficult situation and to help a child. Obviously, that practice is limited only to „children in the street”, whom we can meet on the streets of Europe. Their families, if we give them a chance, will overcome vagrancy of their child. The situation of „children of the street”, especially in African, Asian and Latin American countries is different. These children do not have families or their parents are living with them together on the street. For this reason, working with their families occurs to be impossible. Instead, street workers focus mainly on fulfilling basic needs of street children.

‘The Family Group Conference’ is organized by a social worker who invites the closest family and other relatives, friends and neighbors with the aim of working on a help plan for a child. The child also attends this meeting. Professionals only help in organization and they accept the plan, but they do not take part in the main meeting. The family has their own responsibility to plan all actions (Horverak, 2007).
This approach could be a future to work with families of street children. Firstly, it gives a lot to a child. During this kind of conference, the street child understands that s/he has a lot of people from her/his family who care about him/her. S/He feels that s/he is loved and is a very important person at home. Street children have a chance to improve their relations with parents, grandparents, uncles, aunts, etc. thanks to an open dialogues and conversations that are encouraged within the frame of such conferences. During conversation they can notice whom they can count on. Secondly, this approach is also very important to the whole family. The family members start to talk to each other and share various responsibilities among themselves. After making a help plan, they start to believe that they have possibilities and strengths to overcome their problems. They learn a new way of living.

**Table 3. Outreach work in Poland and Norway – comparison**

<table>
<thead>
<tr>
<th>Poland</th>
<th>Norway</th>
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</thead>
<tbody>
<tr>
<td>The “soft” definition of a street children</td>
<td>“street children are emotionally lonely. They are trying to avoid home, because it is a source of dangerous situations for them or place of emotional emptiness, lack of inspiration and stimulation which is essential to grow up and live” (Olszewska-Baka, 2000, p. 20).</td>
</tr>
<tr>
<td>Name of the analyzed program</td>
<td>“The Street Children”</td>
</tr>
<tr>
<td></td>
<td>“Utekontakten”</td>
</tr>
<tr>
<td>The area of acting</td>
<td>Streets, areas between block of flats</td>
</tr>
<tr>
<td></td>
<td>Shopping centers, schools, streets</td>
</tr>
<tr>
<td>Help</td>
<td>Outreach work</td>
</tr>
<tr>
<td></td>
<td>Daily center</td>
</tr>
<tr>
<td></td>
<td>Outreach work</td>
</tr>
<tr>
<td>Methods</td>
<td>Observation, talks, giving information, invite to the daily center.</td>
</tr>
<tr>
<td></td>
<td>A child initiates contact with an outreach worker.</td>
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</tbody>
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* (own conception²)

It is worth to consider this approach in work with street children’s families. This method of work gives families a chance to act and to love their child.

Conclusion

The phenomenon of street children is a very difficult to deal with. The street work should not be merely focused on fulfilling basic needs of children. It should be primarily directed towards taking care about the future of those children. In many situations, it will be possible to come back to their homes. However, their parents need help to protect the child as well. If s/he escapes, the street worker ought to find the reason why, and together with a child and his/her family using their strengths, to try to overcome this situation. The street is not the place for happy childhood. The outreach workers try to return street children to the society, to their homes. The strength perspective is a theoretical approach that could contribute to enhancing the practice of outreach work. The strength perspective emphasizes the importance of partnership relations between a social worker and a client, in this case, a child. Street children are a specific group who, without respect, partner relationships and trust, cannot be helped. This perspective can open social worker’s eyes on the new way of perceiving a child not only as a miserable, poor ‘human becoming’, but as strong and trustworthy ‘human being’ (Lee, 2001, p. 5). Nowadays, street children and their families need from social workers not only protection, but mainly their support in the process of discovering their own possibilities, awaking their inner potential to improve their lives and overcome variety of problems.

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The outreach work in Poland and Norway


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