

AMPLIFY OUTCOMES REPORT

RICHMOND COMMUNITY SERVICES INC

AUGUST 2024



Richmond Community Services is a non-profit organisation serving the Hawkesbury area, offering a wide array of services to the community. The organisation aims to create a supportive environment for families by providing essential services and programs that foster wellbeing, social cohesion, and personal development.

Staff were very knowledgeable and very enthusiastic in the presentation and genuinely interested in my situation

- Parent

The challenge we exist to solve

Our community faces significant challenges arising from mental health issues, domestic violence and parental trauma combined with lengthy waitlists for assessments, and limited healthcare resources. Pandemic disruptions to education, and inadequate school support services, school refusal, post-COVID anxiety, and rising living costs impact emotional development in children, increase school refusal rates and family relationship cohesion.

How we help

By addressing behaviours and outcomes that contribute to disharmony, we aim to foster healthier family dynamics and stronger emotional bonds. We deliver education and support services to significantly reduce the number of families experiencing chaos and emotional disconnection, aiming to improve their overall family functioning and connection.

What we hope to achieve

Family Capacity Building

Our service provides comprehensive family support through tailored case management activities designed to implement individualised case plans for children, young people, and families. This includes home visits, support, advocacy, referrals, and skills development.

Parenting Programs

Deliver parenting programs that provide support specifically targeted at parent/child relationships and practical skill building for parents

WHAT WE DO

RCSI during 2023/2024 delivered 4,443 occasions of service and had 2,716 client engagements, over 479 sessions. Engagement included Advocacy & Support (20), Community Sector Planning (271) and Coordination (274), Community Engagement (523), Education & Skills Training (16), Facilitate Employment Pathways (37), Family Capacity Building (129), Information & Referral (511), Intake & Assessment (28), Parenting Programs (14) and Social Participation (1,520).

Our Amplify report will focus on where we excel in parent education and support, particularly for parents with children who have ADHD and Autism, offering specialised resources and guidance to help them navigate their unique challenges eg Managing Challenging Behaviours and Navigating the Spectrum

Family Capacity Building

January 2024 - June 2024

Families supported	TEI Sessions delivered	TEI Client engagements
21	85	129

Parent Education

Clients supported	Sessions delivered	Client engagements
26	4	30

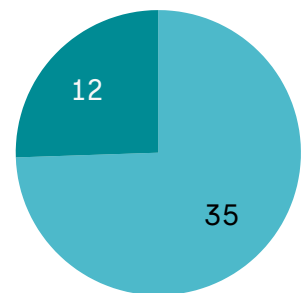
The graphs presented clearly highlight the breadth and complexity of the work RCSI is doing when supporting 47 family members.

36% sole parent families, 18% indigenous and 33% identify with a disability. Another indicator of the complexity and need for longer term engagement is evidenced in parent feedback.

“I liked the group. But I’m currently burnt out so can’t function to do a lot.”

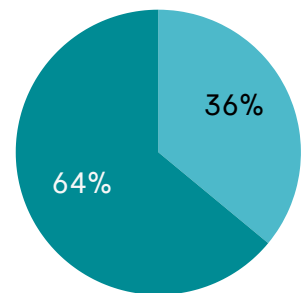
No clients by Gender

- Females
- Males



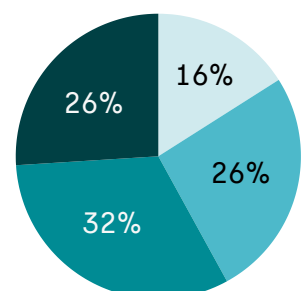
Family Household Dynamic

- Sole Parents
- Couple with Dependants



Family Household Dynamic

- Intellectual Learning
- Sensory/Speech
- Mental Health
- Physical/Diverse



OUR OUTCOMES

We engaged with 26 parents' and are pleased to note, 91.7% of our parents completed SCORE in Education, Skills & Training and 100% in Parenting programs.

★ Highlights ★

Indicating Education, Skills and Training domains shift of 3.1 to 4.8 is to be expected but we note evidence of how we contribute to increasing parents' sense of Empowerment Choice and Control. 1.4 positive 3.3 to 4.7. Significant outcomes also are found in Changed Skills and Changed Knowledge and Access information 3.5 to 4.6. After attending session parents on average rate their satisfaction 4.8/5 they are better able to deal with issues they sought help with RSCI.

Parenting Programs

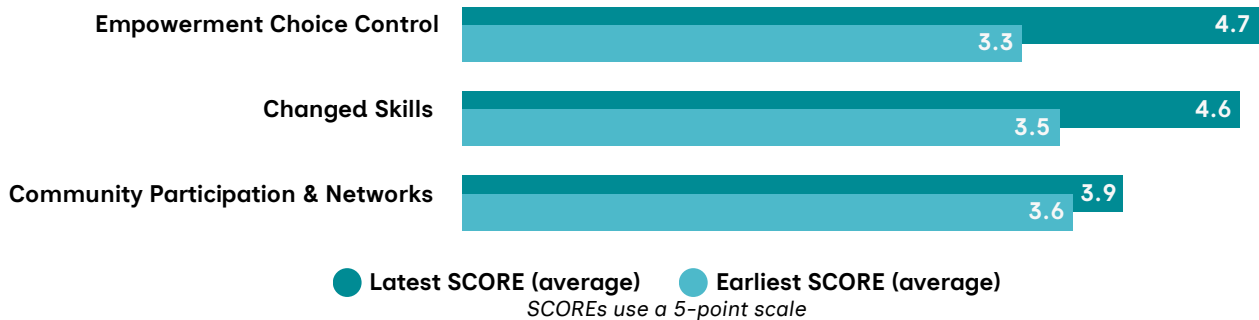
50% clients improved

“The presenter was fabulous. Made me realise we are doing the right thing. Fabulous presentation. Share with schools”

Education & Skills Training

72.7% clients improved

“Understanding the brain. Strategies for classroom. All communication was great.”



Learning Point

After conducting our ADHD parenting program, we collected valuable feedback from parents highlighting the necessity for a children's support group. This feedback prompted the establishment of our "Beautiful ADHD Brain" support group for children, which was offered under another RCSI funding stream. The groups provided a secure environment for parents to unite, share experiences, and build connections. We conducted a survey within our ADHD Group to gather qualitative data on its impact. This data aimed to capture insights into how the group has positively affected child-parent relationships, peer interactions, and overall functioning.

4.8/5

our parents indicate they are better able to deal with issues

