

AMPLIFY OUTCOMES REPORT

RIVERWOOD COMMUNITY CENTRE

August 2024



Riverwood Community Centre is passionate about connecting people with places, communities and services. We promote inclusive and tolerant hubs at Riverwood, Thurlow Street, and Punchbowl Community Centre.

"Witnessing the positive changes in my clients' lives is what drives me. Seeing someone overcome their struggles to find hope again reaffirms my commitment and makes every effort worthwhile."

*- Salma Taleb,
Community, Youth, and Family, & Counsellor*

The challenge we exist to solve

Our community faces challenges, particularly in the critical need for effective support in family dynamics within a high CALD community. Complex responses to family functioning, mental health, housing, financial stressors, and the impacts of family domestic violence (FDV). Ensuring personal and family safety is essential to addressing these issues and improving the well-being and independence of families.

How we address the challenge

We provide Counselling and Family Support, as well as Parenting Programs. We ensure personal and family safety through a culturally focused lens, including our resilience programs. These initiatives, along with resources and guidance, are designed to enhance the wellbeing and independence of families, including those in the CALD communities.

What we hope to achieve

MENTAL HEALTH, WELLBEING AND SELFCARE

We aim to enhance mental health and wellbeing by offering individualised casework that supports a client's specific needs. This approach focuses on building family capacity, improving emotional stability, and promoting independence and community participation.

FAMILY FUNCTIONING

We provide family capacity building through casework, addressing needs such as family domestic violence, homelessness, and housing support.

Our focus is on addressing safety issues that impact family capacity and wellbeing, ensuring a secure environment that supports independence and active participation in community life.

YOUTH AND FAMILY SERVICES

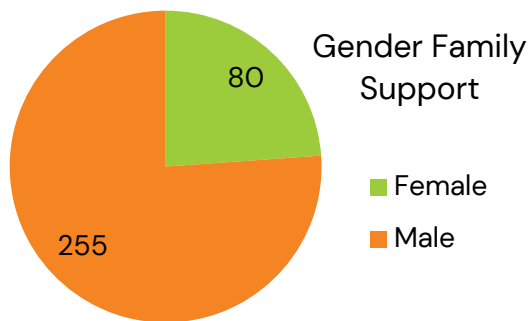
COMMUNITY ACTIVITIES

WHAT WE DO

During the 2023/2024 financial year, Riverwood Community Centre delivered 46,504 client engagements across our TEI service. This included Community Engagement (14,269), Counselling (28), Education & Skills Training (514), Family Capacity Building (106), Information, Advice & Referral (2,100), Mentoring & Peer Support (38), Parenting Programs (62), Social Participation (6,476), and Supportive Playgroups (59).

Our **Family Capacity Building** work highlights how we provide support across the whole family from 10 to 87 years, supporting 106 clients through 325 sessions. We worked with 71 females, 33% of whom were single parents, and engaged with 35 fathers. This was accomplished through targeted outreach, supportive environments, and open communication, which effectively addressed cultural barriers and enhanced family support.

Clients supported	Sessions delivered
106	325

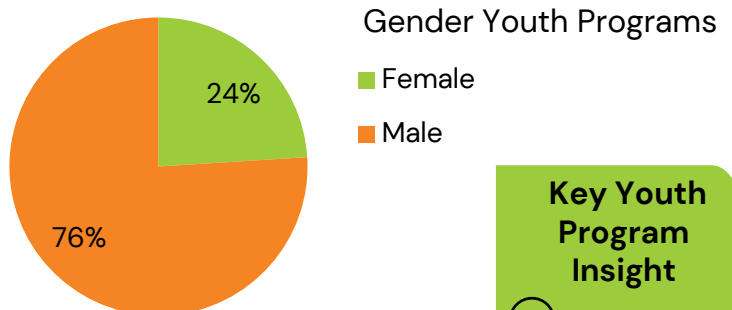


Key Parent Insight

56% CALD

56% of our families identify as CALD with the greatest family demographic being Middle Eastern or Asian background. We invest in discussions and programs to address the complexity of cultural expectations with parents, children and young people. For example, we delivered a program focused on building relationships within the family home to address cultural traditions and modern challenges, helping to bridge generational and cultural gaps and strengthen family relationships.

Clients supported	Sessions delivered
338	325



Key Youth Program Insight

♀ Young males **255**

compared to **80** young ♂ women

Our **Youth Program** includes, volleyball, basketball, tournaments, board games, school holiday programs, family and domestic violence, healthy relationships, suicide prevention, employment support, managing money and mental health workshops.

OUR OUTCOMES

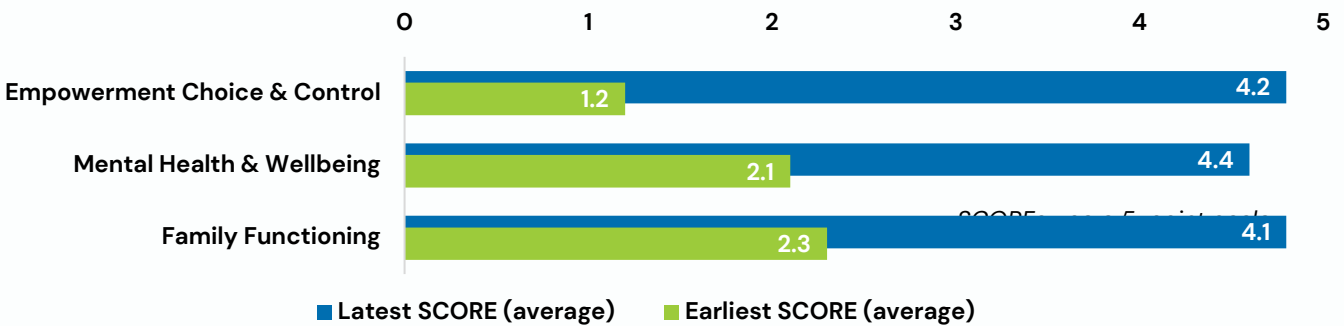
106 families completed SCORE assessments. We saw an average shift 1.4 to 3.6 with 82.7% positive overall outcome. In addition, 229 young people completed SCORE assessments.

Highlights



151 young people indicated positive shifts. A key success is demonstrated with a score of 4.8/5, indicating our service listened and understood their issues.

Family Functioning	Mental Health & Wellbeing
77.8% clients improved	88.9% clients improved
<i>"RCC has completely changed how I see family life. As a single father, learning to communicate better with my boys has not only brought us closer but has also been a crucial part of my journey through addiction. Their support has given me the strength to be a better father and a better man."</i>	<i>"After losing my spouse, I nearly lost my home and faced homelessness. The support from Riverwood Community Centre was crucial in helping me transition to a more affordable and stable living situation, bringing hope and stability back into my life."</i>
- Client, Steve	- Client, Sounia



Learning Point



To enhance our impact, the TEI team will continue to prioritise building positive rapport with families. Engaging with fathers has been vital for achieving positive family outcomes. This involves understanding their specific needs and engaging them through inclusive programs. For young females, increasing tailored activities and addressing cultural sensitivities will help create a more supportive environment. These efforts will strengthen relationships and better support the diverse needs of all our clients. We recognise trust is a crucial aspect of our service and building on this aspect within our team is key to supporting culture and diversity in the community.

4.5/5

We Listened and understood our client's issues



Mary's STORY

Mary Background

- Age: 23
- Gender: Female
- Household composition: Independently living alone
- Reason/s for seeking assistance: Mental Health/Suicide, Counselling, Disability, Family Capacity Building; FDV, Housing, AVO/Legal, Mentoring, Education Skills & Training, Social Participation, & Community Engagement.



Mary's Journey through our services

Mary's journey with our centre began in crisis, dealing with suicidal thoughts and escaping domestic violence. Her progress was tracked using DEX across various TEI services, including Family Capacity Building with 47 sessions, 11 Counselling sessions, 6 Mentoring and Peer Support sessions, 1 Education Skills and Training session regarding suicide prevention, 2 Information Advice and Referrals, Community Engagement, Social Participation, and Community Connections. Mary's score commenced at 1 % and ended in a 5% rating.

"I was in a really tough place when I first came to the centre, but the support I received through Family Capacity Building, Counselling, and all the other services was life-changing. The guidance and community engagement helped me rebuild my life, and I'm grateful for the progress we've made together."

What's changed for Mary?

Since accessing our services, Mary E. has experienced major improvements. Counselling has strengthened her family relationships, and active participation in Community Engagement, Social Participation, and a \$178,000 NDIS support plan have enhanced her social connections and personal wellbeing. Support from Family Capacity Building, Mentoring, and Education Skills and Training has further boosted her confidence and personal growth.

"Living independently now, I'm grateful for the support that has helped me rebuild my life. I'm passionate about giving back to the community and supporting others in need. I hope to make a positive impact and inspire others by sharing my journey and experiences."