

AMPLIFY OUTCOMES REPORT

Southern Youth and Family Services

August 2024



Southern Youth and Family Services (SYFS) is an organisation that has the main purpose of supporting and caring for children, young people, and families who are disadvantaged, including those who are homeless, or at risk of homelessness and their families.

"THANKYOU from our hearts, we could not have done it without you"

-Client, Family Counselling Project

The challenge we exist to solve

Our community is experiencing increased pressures and factors which can lead to family relationship breakdowns. These factors can include cost of living pressures, lack of affordable housing, family and domestic violence, mental health issues and alcohol and other drug issues.

How we address the challenge

Our Family Counselling Project provides a range of services to address the needs of individuals, aimed at creating safe and strong families and community connections. Services are delivered through a strengths based, solution focused framework and can include case management as part of their tailored package

What we hope to achieve

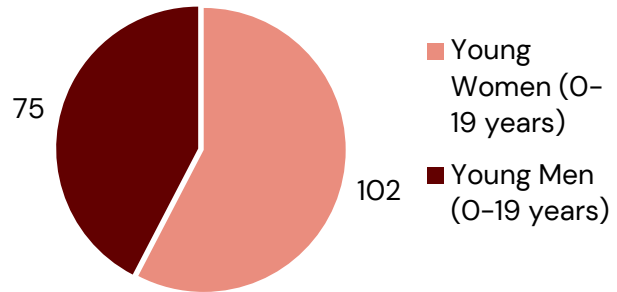
Family Functioning	Mental Health & Wellbeing	Personal and Family Safety
Our clients are supported to have close and healthy relationships with immediate family members.	Our clients are supported to receive the health and wellbeing services they need.	Families and young people are supported to live in safe and sustained housing environments.

WHAT WE DO

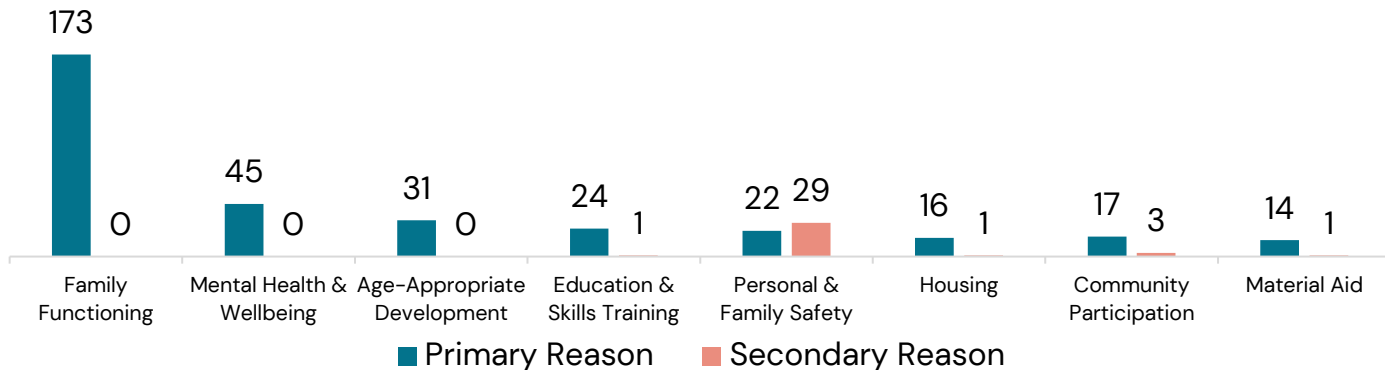
Our Family Counselling project provides services to children and young people aged 0 to 17 years and their families across the Wollongong and Shellharbour LGAs.

The project focuses on assisting children and young people to address issues causing problems in their lives and work towards reconciliation where family relationships have broken down. The project is flexible and uses several methods to deliver services. We take a holistic approach to provide wrap around services and connect them to appropriate services. In the 2023-2024 period our Family Counselling Project supported 177 clients, delivering 704 sessions. The project is underpinned by high engagement with a recorded 1,279 attendances, an average of 7.2 attendances per client.

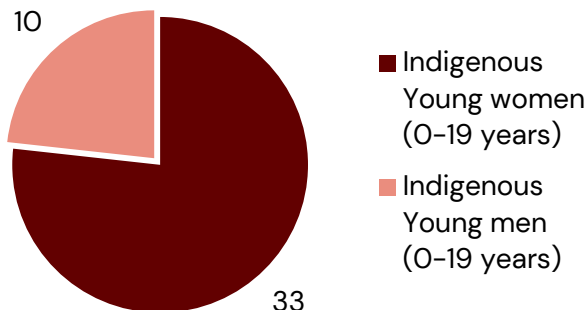
Clients supported	Sessions delivered
177	704



Collected referrals from 173 clients indicate the primary reason for seeking assistance is family functioning. The secondary reason is indicative of circumstances impacting on the family dynamic e.g., mental health (45) age-appropriate development (31), personal safety (22) and housing concerns (17).



26% of our young people identify as indigenous



KEY PROFILE

21%
Homeless or at-risk
- 37 clients



24%
Single Parent
- 20 clients

OUR OUTCOMES

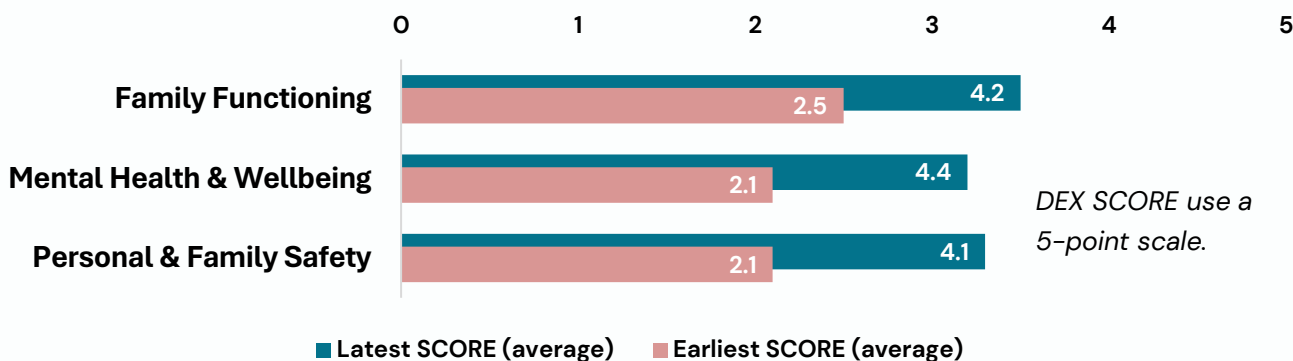
Our clients completed 141 SCORE assessments during the 2023–2024 period. The biggest shift we saw, was across personal & family safety 2.1 to 3.3 and changed knowledge and access to information 2.5 to 4.0.

Highlights



We see the most impact working with our young Indigenous clients. This is represented by a 100% positive shift in some outcomes.

Family Functioning	Mental Health Wellbeing	Personal and Family Safety
79.9% clients indicated an overall positive outcome (169 clients)	78.8% clients indicated an overall positive outcome (52 clients)	74.3% clients indicated an overall positive outcome (35 clients)
<i>"...gave advice on how to talk to my daughter"</i>	<i>"...got me prepared to engage with a psychologist"</i>	<i>"...created a safe environment"</i>



Learning Point



There were significant referrals of Personal and Family Safety (51) – almost a third (29%) of our clients. This highlights the complex circumstances that our young people are experiencing. 26% of our clients are Indigenous, 21% are at risk of Homelessness and 24% identifying as single parents. SYFS continuously work on strengthening and collaborating with our Indigenous staff, board members and their community and we will continue to foster these relationships. We continue to identify opportunities in linking with the Indigenous programs within our organisation and within the wider community.

GEMMA'S STORY

Gemma (Alias)

- Female, in her 50s
- Single mother
- 7 children, aged from 10 to early 20s
- Socially isolated, very little support
- Children have significant disabilities and a trauma history
- Family was timing out of temporary housing, with no permanent options.



Gemma's Journey through our services

Gemma was a returning client, who was seeking support for family functioning, and presented with secondary issues of physical and emotional health needs and material assistance. Crisis was reduced when the family was emotionally and practically supported to move forward with health challenges, treatment and ongoing support. As well as to secure permanent housing, assistance with navigating health treatment and with furniture and household goods. Case conference with NDIS provider resulted in a favourable outcome. Gemma engaged with SYFS over 34 engagements., initially on a weekly basis and then as her situation improved, it moved to monthly sessions, while the family engaged in longer term supports.

Working with the family was challenging who faced significant barriers. To understand the needs and goals while navigating different systems was complex, However, we achieved everything needed for them to reach their goals. It was a joy to see this family overcome their barriers and begin to heal .-SYFS worker

What's changed for Gemma?

Initially Gemma reported low SCORES particularly in Housing only 1 and 2 for Family Functioning, Community Participation, Mental and Physical Health. Following her engagement, post support SCORE for all domains moved to 5.

We were able to work with Gemma and her family with emotional and practical support. We assisted Gemma to develop the skills required to navigate the health and service system. Key to the stabilising the family circumstances was supporting Gemma to secure permanent housing, develop her advocacy skills, increase her knowledge of services and gain access to material assistance.

***"It was a fantastic experience. Everyone was so helpful and welcoming.
"Baby steps...good guidance and the reassurance " -Gemma***