

# AMPLIFY OUTCOMES REPORT

## Tamworth Family Support Services



August 2024

TFSS delivers multiple programs that cover housing, domestic and family violence, community support, children, youth and family services. TFSS have been operating for 40 years and our footprint covers New England Northwest region of NSW.

### TFSS Vision:

- Strengthen and improve social and personal wellbeing for individuals, families and communities
- Promote access, equality and social justice
- Deliver services of quality and value.

*"Peaceful Parents Program helped me to understand my child's emotions."*

-TFSS Client

### The challenge we exist to solve

Social pressures, along with technology and media promote unrealistic standards, compounded by parental expectations and household stressors. This leads to heightened anxiety among children which impact both children and their family's emotional well-being.

### How we address the challenge

Spotlighting and providing access to services that support the overall wellbeing of families. Delivering parenting programs, education and skills workshops and one-on-one case management sessions.

## WHAT WE HOPE TO ACHIEVE

### PERSONAL AND FAMILY SAFETY

Parenting Programs

### PHYSICAL &, MENTAL HEALTH, WELLBEING

Education & Skills

### HOME

Family Capacity Building

Reduce risk of entry into child protection

Improved health of children and young people

Clients supported to have healthy relationships with immediate family



Children & Family Programs



Housing Help Programs



Domestic & Family Violence Programs



Youth Programs



Community Support Programs



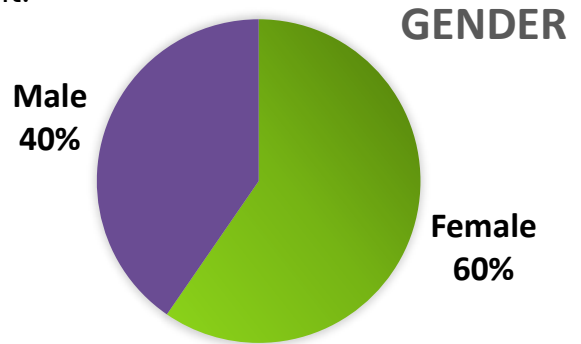
Groupwork

# WHAT WE DO

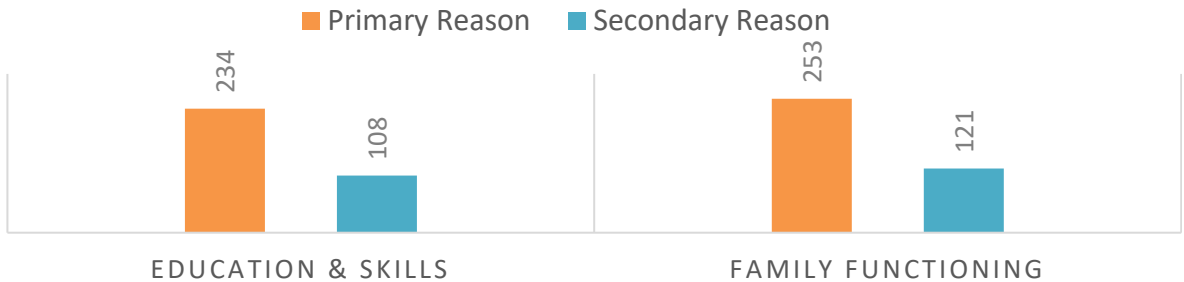
TFSS provides various modes of service delivery from one-on-one case management style or small group sessions to promote a safe space to learn and develop practical skills. During 2023-2024 across our TEI services we provided 7,094 client engagements over 1,922 sessions: Material Aid (388), Info Advice Referral (2,218), Intake & Assessment (530), Parenting Programs (178), Education & Skills (342), Family Capacity Building (3,438).

This report focuses on the relationship between Family Capacity Building, Parenting Programs and Education & Skills. Our data reveals a demographic shift where more males (40%) are increasingly interested in participating in parental learning, indicating a more inclusive environment.

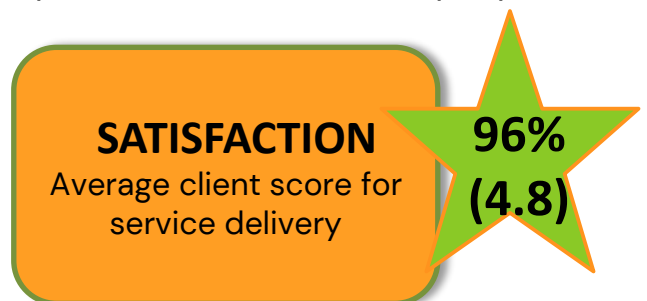
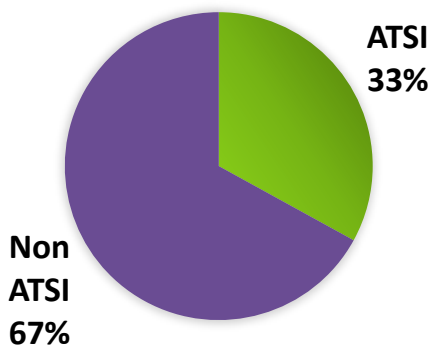
Family Capacity Building, Parenting Programs and Education & Skills	
Clients supported	Sessions delivered
658	939



**REFERRALS:** Data collected indicates the primary reason our clients came to our service was for developing knowledge around education and skills and/or for improving family functioning.



**33%** or 321 clients identify as Aboriginal and/or Torres Strait Islander. This data emphasises the importance of having a culturally safe space that can understand and meet the needs and perspectives of First Nations people.



# OUR OUTCOMES

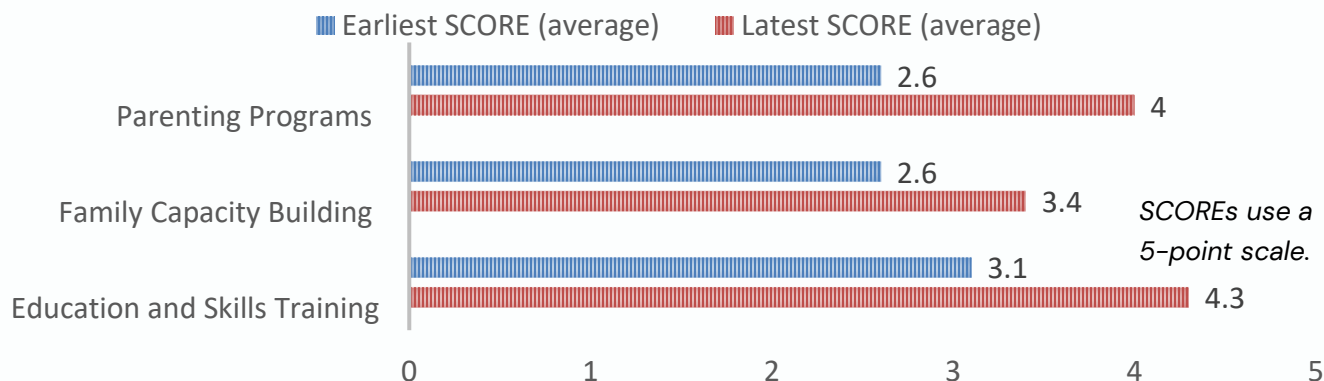
Our clients completed 251 SCORE assessments during 2023–2024 period.

## Highlights



As clients progressed through the program, families have reported improvements in their emotional and mental well-being and have developed skills that they can apply into the future. The biggest shift occurred in our Parenting Programs highlighting our Peaceful Parents and Peaceful Kids program.

Education & skills training (Physical health, mental health wellbeing and self-care)	Family capacity building (Home)	Parenting programs (Personal and family safety)
94.7% (38) clients showed an overall positive outcome.	77.4% (110) clients showed an overall positive outcome.	94.8% (77) clients showed an overall positive outcome.
“Very useful information + tools to use everyday” - client	“I have learnt some useful techniques to help my little ones regulate their emotions as well as myself.” -Client	“Great tips to use- love to see more parent workshops like this, great tips for parents to use at home”. –client



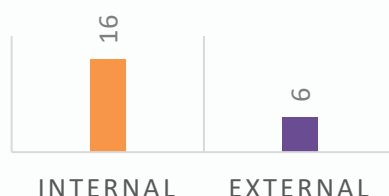
## Learning Point



Currently, our referrals are solely being made through our CYFS case management program. We have found our group programs are not providing follow up referrals for clients, who may be needing more specialise supports.

Moving forward, we plan to make changes to the way we close our group programs, by providing follow up support referrals when workers are seeing the opportunity for more one on one support from the CYFS program or other therapeutic services.

## REFERRALS



# Jane's\* STORY

## Jane\*

- Female. 40 years old
- Sole parent with dependents
- Seeking support for family functioning, age-appropriate development and mental health, wellbeing and self-care.

*"The encouragement, support, help and understanding my daughter received to help with her anxiety and helping her to recognise her emotions, to be okay with how she feels and ways to deal with these emotions is incredible and this course has given my daughter more confidence with how she is feeling and acceptance of how she is feeling and to be able to speak about it with me about certain situations and moments that she is feeling certain thing while also showing her to be able to write down her emotions for her own private release.*

*And I could never thank the beautiful ladies who helped her with this enough. As this course helped my daughter in ways I hoped it would and more."*

## Jane's\* Journey through our services

Throughout 2023 and 2024, Jane received assistance from TFSS. During this period, Jane had two cases initiated in DEX. Her primary service focus working one on one through our CYFS case management program where Jane attended 23 sessions. Additionally, she participated in the Peaceful Parents group program. In total, Jane attended 28 sessions that allowed her to develop practical skills and knowledge to improve her family's wellbeing.

*Jane texted case worker: "The Peaceful Parent course last week was great, can you put my kids in the peaceful kids equivalent?"*

## What's changed for Jane\*?

Jane initially scored family functioning and mental health, wellbeing, and self-care at a level 2 in her score assessment. By the conclusion of the service periods, there was a noticeable improvement in Jane's assessments: family functioning, rose to a 3, while her mental health, wellbeing, and self-care increased to a 4. During her service period Jane was linked with both a psychologist and psychiatrist to continue developing self and co-regulation skills after her time with TFSS.

Jane expressed high satisfaction with all three satisfaction questions, giving them a score of 5 each.

*From being with TFSS Jane is better able to co-regulate her and her children's emotions and mental wellbeing.*