

AMPLIFY OUTCOMES REPORT

TAILORED YOUTH & FAMILY SERVICES

AUGUST 2024



Tailored Youth and Family works with youth and families with children aged 7–18 years going through challenging times. Our services include:

- Individual Counselling and In-school group counselling
- Family Catch up sessions and Parenting support Groups
- After-school therapy groups
- Information and advice on services and resources

“Friendly Staff willing to be adaptive”

– Parent of client

The problem we exist to solve

Young people and families are increasingly impacted by socio-economic pressures. They do not have the tools in place to build upon their emotional intelligence to positively strengthen fractured family relationships. Mental wellbeing and emotional regulation can have detrimental impact on their development of social, emotional and mental health skills and strategies and family dynamics.

How we address the problem

Providing young people and families with individual, family and group support that is tailored to meet their current situation. Allowing young people to build upon and strengthen their neurological needs to reach positive mental health and wellbeing. This includes a range of modalities in to wrap around our clients from individual and family counselling to group programs.

WHAT WE HOPE TO ACHIEVE

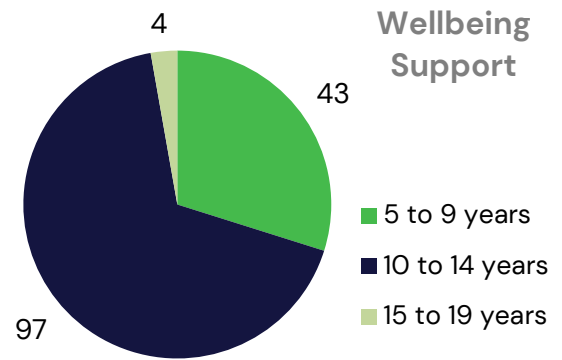
Mental Health and Wellbeing	Empowerment	Age Appropriate Development
Young people and families are supported therapeutically with an array of therapies to increase their mental health, wellbeing and self-care	Young people and Families are supported to have appropriate choice and control over their own decisions	Young people and Families are supported to have safe and healthy relationship milestones

WHAT WE DO

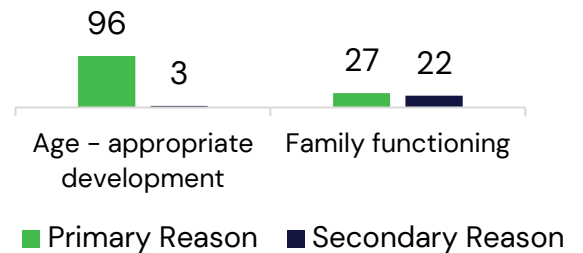
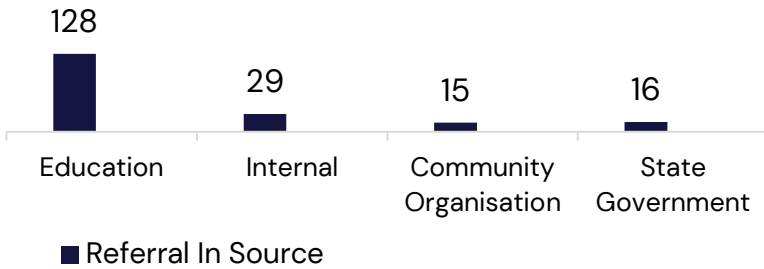
Tailored Youth and Family Services, across all our TEI services during financial year 2023/2024 delivered 893 client engagements to 198 clients, over 362 sessions. Client engagement delivered: Specialist Support (637), Counselling (113), Family Capacity Building (67), Parenting Programs, (55) and Information and Advice & Referral (17)

This amplify report focuses on our Specialist Support Group or Wellbeing programs delivered to 15 schools across Lake Macquarie and Newcastle. The demand for wellbeing programs in primary school aged children has significantly increased in the time since Covid-19 Lockdowns in 2020. Schools are increasingly asking for programs that support the building of social skills, mindfulness, confidence, healthy relationships and emotional regulation.

Clients supported	Sessions delivered	Client engagements
146	152	637



Our Wellbeing Support Group provides tailored safe spaces for young people to explore specific challenges. Tailored Youth engaged with 79 male students, 60 female students and 2 students identified as I/They. Of the cohort 20% also identified as Aboriginal.



Tailored Youth captured 270 incoming referrals. Education is our strongest referral partner. Our top 4 also indicates our profile in the community and connected internal pathways to our other supports and programs in our service.

Increased Male student engagement in specialist wellbeing programs is positive. Of note is the difference in overall outcomes based on gender.

Female students Overall Positive	Male Students Overall Positive
55.6%	66.7%

OUR OUTCOMES

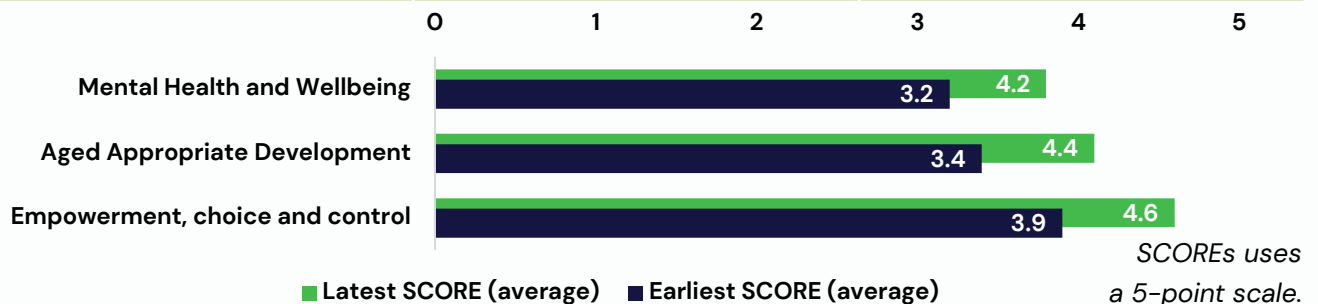
Collecting surveys from young people is often very difficult. Building rapport we were able to collect SCORE data from 70 young people or 54% of the Wellbeing support group.

Highlights



A positive overall outcome for 60.4% participants in Specialist Support with an average 3.6 to 4.0. We are particularly pleased to see a positive 1.0 shift in Age-Appropriate Development from 3.4 to 4.4 and a .07 positive shift in Empowerment, Choice and Control to make decisions from 3.9 to 4.6.

Mental Health and Wellbeing	Empowerment	Age Appropriate Development
50.7 % clients improved	27.3% clients improved	56.8% Clients Improved
<i>"Changes we have noticed are that the students are more comfortable to discuss concerns/fears/achievement"</i> - Teacher Feedback	<i>"the young people have improved self-esteem. Able to appreciate their own strengths"</i> - Teacher Feedback	<i>"We have noticed the ability to accept others, to engage with other peers/groups more readily"</i> - Teacher Feedback



Learning Point



The smaller 0.6 positive shift in Mental Health 3.2 to 3.8 indicates the complexity of young people life circumstances. Indicating to us the possibility having longer wellbeing groups that run longer than over 1 term. An area we would like enhance is Age-Appropriate Development with 56.8% focus being able to make friends and identify and respond to emotions in self and others. Girls also experience lower outcomes, 55.6% compared to boys 66.7%. We delivery separate sex groups but we may possibly bring them together at the end. Data also indicates opportunity to link into Tailored Youth other services from group program engagement into longer term support to increase the positive mental health in young people and their trajectory to a positive wellbeing life journey.

4.5%

Tailored Youth Listened and understood my issues



Rosie's STORY

Client Rosie (Alias)

- 9-10 years old
- Female
- Single parent household
- 3 other siblings
- Seeking assistance for mental health and wellbeing and age-appropriate development



Rosie's Journey through our services

The referral was received from an educational agency. We began to understand Rosie's circumstances during our intake and assessment. Rosie had a total of 25 sessions accessing Specialist, Counselling, Family Capacity Building. Rosie also received support for Family support with casework with Brighter Futures and external referrals for financial counselling and victims of crime.

Sessions were delivered under a flexible client centered approach. The majority of 17 sessions Rosie engaged at our organisation, as well as within her educational setting and her home. These outcomes highlight the flexibility achieved by our service and how we were able build rapport and wrap around Rosie and her family.

"Highly recommend anyone to attend"- Caregiver Feedback

What's changed for Rosie

Rosie was satisfied with the support she received which was apparent from her consistent attendance. This was a result of building a safe and predictable environment for Rosie where she was then able to work on their goals of emotional identification and regulation. Through the specialist service Rosie had a +2.0 shift overall with the domain mental health and wellbeing scoring 1.0 and moving to 5.0 at the end of service. Her client satisfaction score was 4.5 and an average shift of 0.5 for goals in Changed Behaviours. It was identified after being apart of a group program that individual and family support was needed to support changes in the home environment. External and internal referrals made to support changes towards goals around safety and boundaries within the home.

"Something I learnt about myself, is I am Calm"- Rosie