

# AMPLIFY OUTCOMES REPORT

## THE CANOPY

CHILD AND FAMILY TEAM

August 2024



Together, we contribute to the fundamental human needs of safety and connection. We walk and work alongside families and community members, to provide support, places and spaces to connect and opportunities to learn, grow and thrive.

**“It is the belief we have and hold for the family, it’s the hope in them we have. Then it’s in seeing them, really seeing them, showing up for them and it’s walking alongside them. Then, it’s well you start to see them have belief in themselves and the hope too.”**

**JADE – Child and Family Worker**

### The challenge we exist to solve

Every child, parent and family is unique and so are their challenges. Soaring cost of living, housing insecurity, and mental health crises are taking a toll on more vulnerable families due to limited resources and support networks. Increasing reports of domestic and family violence and more children are coming to the attention of child protection services as parents and caregivers are unable to cope.

### How we help

The Canopy exists to support individuals and families get the help they need, when they need it. We partner with families to create safety and provide practical, evidence-based parenting education and support. Empowering families to build safe, healthy homes and create futures they envision.

## What we hope to achieve

### Mental Health & Wellbeing

Strengthened families who have the tools and support they need, to live and grow together safely.

### Sense of Belonging

Children and families feel seen and know they matter. A sense of being connected, supported and part of something bigger than themselves.

### Empowerment

Families who have belief in themselves and each other and confidence to make their own choices for their family’s wellbeing and future.

# WHAT WE DO

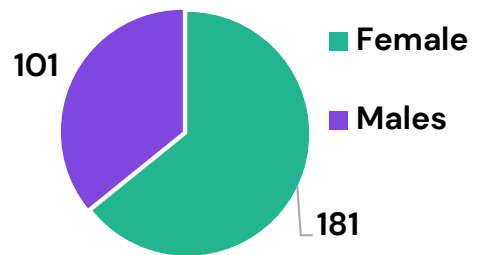
The Canopy Child and Family Team delivered 1,119 occasions of service working with 283 identified family members and 16 unidentified, totalling 2,650 client engagements during 2023/2024 financial year.

Client delivery included Information, advice, referral and intake and assessment 519 occasions of service with 81 families involving 203 family members. Family Capacity Building 518 occasions of service with 46 families involving 120 family members. Parenting Programs 651 client engagements 82 sessions (group programs and 1:1 in home) with 108 family members.

## Information, Advice, Referral and Intake and Assessment

Clients supported	Sessions delivered	Client engagements	Average
203	519	957	4.7

## Family Gender



## Family Capacity Building

Clients supported	Sessions delivered	Client engagements	Average
120	518	1,042	8.7

## Parenting Programs

Clients supported	Sessions delivered	Client engagements	Average
108	82	651	6.9

## COMPLEXITY PROFILE

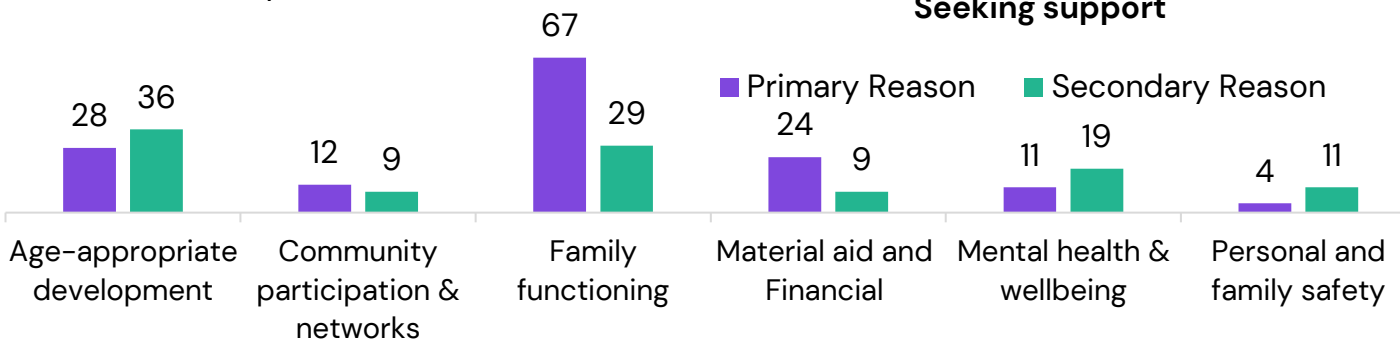
18.7%  
Indigenous  
53 clients



32%  
Sole Parents  
93 clients

Data indicates we are supporting 101 Males and 181 female family members. 29 fathers, 104 mothers, 151 children 0 -15 years.

## Seeking support



Top 3 referrals pathways into our services are Internal, Health and Education. Families sought help Family Functioning, Age-Appropriate Development, Mental Health and Wellbeing and Financial Resilience.

# OUR OUTCOMES

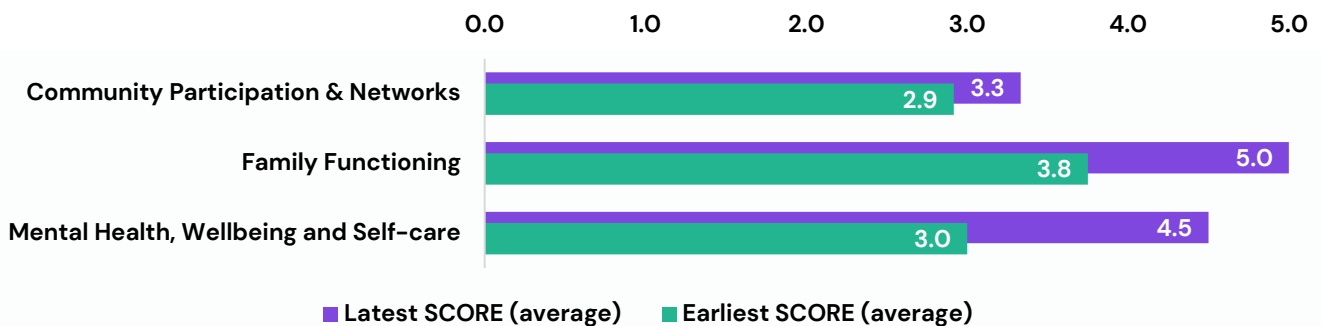
We were able to collect SCORE 42 parent surveys in Family Capacity Building and 39 in Parenting Programs. Across our programs we see significant shifts in Family Functioning (3.8 to 5), Mental Health & Wellbeing (3.0 to 4.5) and Community Participation (2.9 to 3.3).

## Highlights



A particular highlight is the 100% shift on average for our Indigenous parents. 1.5+ positive from (2.5 to 4.0). Validates the intensive support highlighted by "I'm glad it was you. You came in and connected with me where I was at."

Family Capacity Building	Parenting Programs	Mental Health and Wellbeing
66.7% clients improved	45.5% clients improved	75.5% clients improved
"... having someone like you who reminds us and others that you can do it, sometimes you need someone to remind you of that."	"While my husband hasn't been able to attend, our communal parenting approaches have been improved by the group through informal discussions with the facilitators, such as circle of security concepts"	"A happy mum & a happy baby & hopefully happy generations to come, thank you for your guidance and kindness"



## Learning Point



We plan to build on Reclaiming My Place utilising the strengths of this Indigenous creative model. We now have evidence of the positive outcomes particularly in Mental Health (2.6 to 4.5) and Empowerment Choice & Control (2.7 to 4.7). Creating opportunities to model and practice together leads to shared meaning, embodied learning and collective healing and hope.

Creating and holding space for parents to come together, with their children is transformative in both the process and the outcome. We commit to taking the learnings from this work and evaluation and embedding it into our practice across our organisation.

# Case Study – Reclaiming My Place

- a free eight-week arts program,
- engages women who have experienced homelessness and/or interpersonal violence
- Yarn Up and Play Sessions and Family Work Team’s Intensive Family Preservation and Targeted Early Intervention Programs
- Caseworkers have participatory role
- women learn new skills, build confidence, and connect with other women and supports.



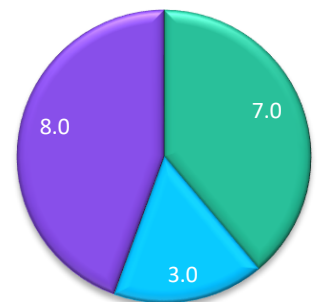
## Working Together

" This is the work, it really is, it changes everything

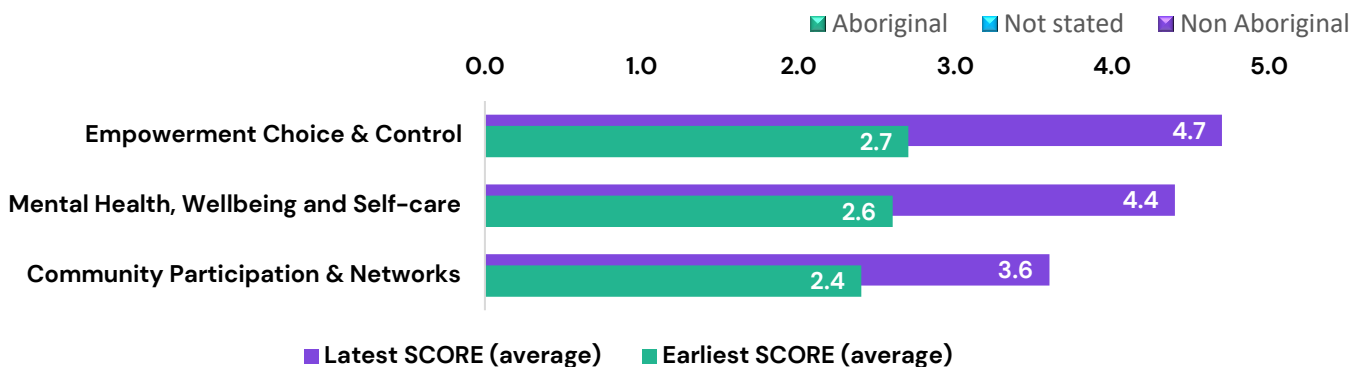
RMP is built upon a partnership model. University of Newcastle’s Centre of Excellence for Equity in Higher Education (CEEHE) and the Family Action Centre, providing the facilitation for the group and resources for the women, along with childcare support and evaluation. The women are invited rather than referred and the practitioners take on a participatory role alongside the women in the creative space, flattening positions of power and privilege. Everyone’s contribution is recognised and celebrated. At the conclusion of RMP, a community-based exhibition of participating artists’ work is held and is also curated online.

*"It was powerful to realise and see the offering and contribution each women brought – themselves. In the ‘usual’ way of working their offering is often framed in their challenge or deficit. This allowed me to see the women in a new way and for the women experience being seen in a new way. It’s transformative."*

Clients supported	Sessions delivered	Client engagements	Average attendance
10 Women 8 Children	8	89	11.8



*" I like the non-judgement, the non-judgement's a big part of holding space well it's feeling like everything is welcome here, your good, your bad, your ugly, like everything is safe."*



*"... and for me like this was the first step in my journey back to kind of myself – it's kind of where my – that part of my story starts and how I choose for it to continue."*