

AMPLIFY OUTCOMES REPORT

The Northern Centre

August 2024



the northern centre
care. connect. grow.
our community

Our mission is to help grow resilient and thriving communities, whilst strengthening individuals to care, connect and grow.

The Northern Centre TEI program supports the Ryde Hunters Hill and Ku ring gai local government areas in Northern Sydney. The population of these areas have a demographic that reflects an extremely strong CALD community profile.

“Cool Kids has helped me understand how I can assist my child when worries come up, and has given us common language to talk about her fears”

“Both myself and my child have learnt valuable life skills”
- Parent

The problem we exist to solve

Parents and Carers are increasingly faced with piled on responsibilities around their child’s well-being and development. Societal expectations, academic achievement, extra-curricular pressures, overload of online information, post pandemic challenges, while aiming to raise emotionally intelligent children while attempting to care for their well-being.

How we address the problem

Provide parents with culturally sensitive parenting programs that provide rich quality parenting information, in bite sized achievable quantities, that have emotional and practical supports. Increasing parental confidence and children’s resilience and safety.

What we hope to achieve

Education and Skills

Parents/Carers are supported to participate in learning, to progress in their knowledge of parenting skills and strategies. To support parents/carers confidence in their abilities to parent and support their children's emotional needs.

Family Functioning

Improvement for parents/carers in their skills and access to support. Parents/carers are armed to manage conflict when it arises. Parents and carers can meet children’s emotional needs by providing a stable and nurturing home environment.

WHAT WE DO

TNC delivered 3,223 client engagements, over 2,056 sessions. We supported client through Social participation (1,709), Info Advice Referral (1,081), Intake & Assessment (429), Parenting Programs (100), Education & Skills (105), Family Capacity Building (161) Counselling (87).

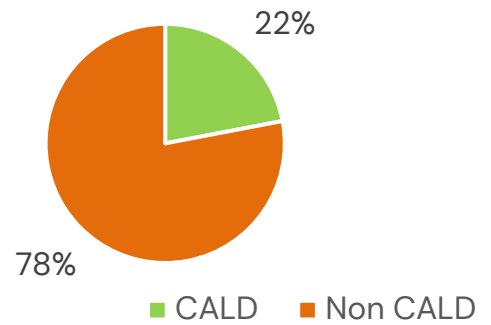
This amplify report will focus on our Parenting Programs and our Cool Kids Parenting Program. We know parenting programs are a soft touch point for parents/carers to access support. We aim for parents to have successfully increased their knowledge, feel supported and be better equipped to manage parenting demands.

Clients supported	Sessions delivered	Individual attendances
100	51	570

Parenting programs are important as they help parents feel they're not alone, that their children's behaviour is normal, and they enable parents to view things from their child's perspective.

We are beginning to see more fathers (11%) attend parenting programs. Our CALD 22%, sole parents 24% and parents who identify with a disability indicate increased complexity facing our families.

CALD %
Parenting Programs

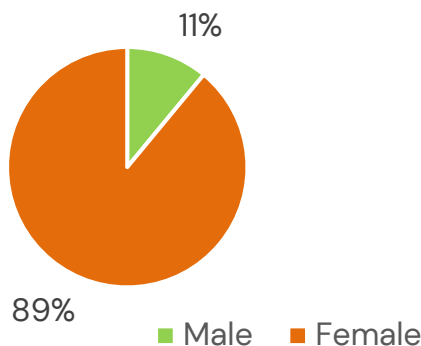


22% CALD participants requires consideration when planning our services/supports. Ensuring cultural safety, accessibility, diversity and relevance in content and delivery.

Referrals

Family Functioning and Age-Appropriate Development are the top two reasons client are seeking assistance around their parenting

Gender
Parenting Programs



Sole Parents



24%

9%

Overall parents have identified with a disability



86.7% of clients had an overall positive outcome

OUR OUTCOMES

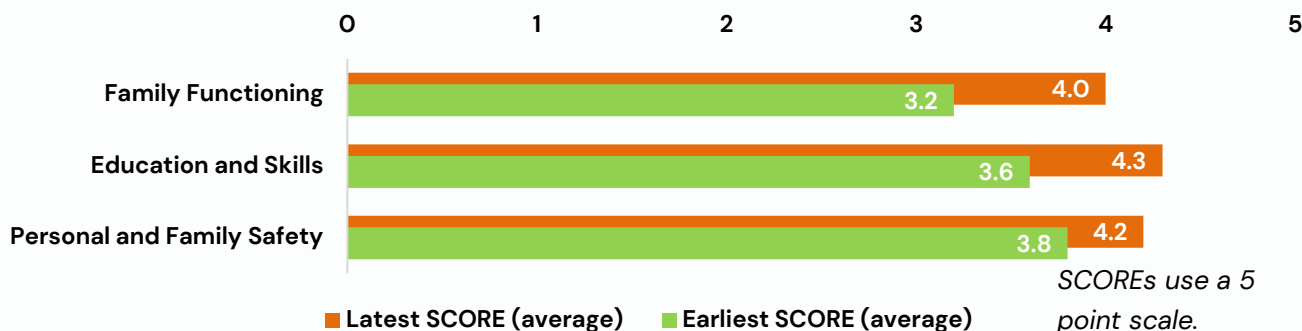
In our parenting programs 45 clients or 68.7% of parent/carers completed paired SCORES. We focused on Family Functioning and Education & Skills

Highlights



Across all our parenting programs there was a positive shift on SCORES 86.7%. Satisfaction across all parenting programs was 4.8/5. Cool kids highlight is young people who attended also had a high satisfaction of 4.7/5.

Education and Skills	Family Functioning
58% clients improved (Average 3.6 – 4.3)	68.9% clients improved (Average 3.2 – 4.0)
<i>"I feel more confident after the program, and it helped me identify areas to work/improve on to become a better parent"</i>	<i>"It really helped me fully understand how to build up a good relationship between me and my children"</i>
<i>"I learnt how to reconnect with my children"</i>	<i>"It really helped me understand my daughters' behaviours and emotions"</i>



Learning Point



We celebrate positive shifts in Parenting Program domains of Education and Skills 58% and Family Functioning 68.9%. We note feedback, and attendance rates suggest that these programs are beneficial and meet a need, the scores themselves do not fully reflect this. We could offer additional support after the parenting program, such as a follow-up session one month later to review the main principles and collect another score to assess progress. To hold and maintain change we could connect parents into longer engagement through a parent support group or links into our Family Capacity Building services.

Demonstrating our reputation and support of the CALD community. CALD increases to **31.3%** when viewing only adult participation.