



# Prevention and Strengthening Families: Family Services

## *Outcomes Report*

**Qtr 2 2025**

**1 April – 30 June, 2025**



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# OzChild's Prevention and Strengthening Families Outcomes Framework



Outcomes Framework

 <p><b>Care Arrangements</b> Children and their families live together and have continuous and stable care arrangements and relationships</p>	 <p><b>Mental Health</b> Children and their families have good mental health</p>	 <p><b>Culture and Identity</b> Children and their families can safely identify and connect with their culture and identity</p>
 <p><b>Housing</b> Children and their families have suitable and stable housing</p>	 <p><b>Physical Health</b> Children and their families have good physical health</p>	 <p><b>Participation and Empowerment</b> Children and their families are empowered to actively participate in decision making and are supported to achieve self-sufficiency</p>
 <p><b>Safe and Secure</b> Children and their families live free from abuse and violence</p>	 <p><b>Health Protection</b> Children and their families act to protect and promote health</p>	 <p><b>Community and Support</b> Children and their families are socially engaged and live in inclusive communities</p>
 <p><b>Learning and Education</b> Children and their families are engaged in education and training</p>		

# Scope of Reporting

## Programs

The Family Services in scope this quarter are as follows:

- Access to Early Learning (AEL) – Vic
- Family Preservation and Reunification (FPR) – Vic
- Integrated Family Services (IFS) – Vic
- Putting Families First (PFF) – Vic

## Review Period

Families who were active in the programs listed above at any point between April 1 and June 30, 2025, were considered in scope. This includes families who commenced a program prior to 1 April 2025 but remained active at some point during the review period, however, were discharged or completed the program during this period.



# Methodology

This report presents data from OzChild's Family services within the Prevention and Strengthening Families (P&SF) programs, covering the period from 1 April to 30 June 2025.

The data selection and reporting process involved the following key steps:

## Data Sourcing

- Data was obtained from validated tools and measures specifically chosen to assess each program's outcomes. Since different programs have distinct goals, they utilise different tools tailored to their needs.
- The data comprises both quantitative measures (such as assessments and outputs) and qualitative feedback (such as questionnaires).

## Inclusion Criteria

- Data was included if it met all the following conditions:
  - Related to individuals active in family services in scope during the reporting period.
  - Derived from tools scheduled for use within the quarter.
  - Complete and available for analysis.

## Data Availability

- Most data will be included in each quarterly report; however, slight variations may occur from quarter to quarter due to factors such as the timing of tool administration.
- Additionally, some data is collected annually or biannually, which may affect its inclusion in quarterly reports.

## Listening to Lived Experience

- While small sample sizes limit generalisability, every piece of feedback from a child, young person (CYP), or caregiver is a valued voice offering meaningful insight. OzChild remains committed to finding ongoing, safe, and effective ways to encourage and support participation.

# Methodology

## Quantitative Data Overview

Data Type	Tool/Output	Applicable Programs
Validated Outcomes Tool	North Carolina Family Assessment Scale (NCFAS)	FPR, IFS, and PFF (strength ratings at intake and closure are reported to show change; baseline and challenge ratings are not included)
Output	Number of family referrals	All programs
	Service completion data	All programs
	Youth living at home or with a stable caregiver at the end of service	FPR and IFS
	Number of CYP removed by Child Protection	All programs
	Number of CYP enrolled in school	FPR, IFS, and PFF
	Number of CYP attending early years learning/centres	AEL

# Key Considerations

## Overall

The aim of the P&SF Family Services Quarter 1 Outcomes Report is to assess how effectively OzChild’s in-scope P&SF Family services programs are achieving the three primary outcome domains outlined in the P&SF Outcomes Framework.

This report presents an overview of progress across each program enabling comparisons between programs that use the same outcome tools and outputs, while also highlighting individual-level progress.

## Survey

The P&SF CYP and Caregiver Survey was launched in March 2025. This survey is administered to both CYP and Caregivers who completed the P&SF service they engaged with. The P&SF Feedback survey for CYP is administered to CYP aged eight and over, as those under eight may have difficulty understanding and answering survey questions accurately due to their stage of development. Due to the recently implemented survey, response rates were quite low.

## Changes to Outcomes Processes

Several changes to outcome measurement and reporting were introduced this quarter, including the rollout of new tools, the integration of existing tools into outcomes reporting, a shift to quarterly reporting, and the removal of data deadlines in favour of ongoing data input. As staff continue to adapt to these updated practices, data entry and tool completion may have been affected—impacting the overall completeness and quality of the data.

*Limitations*



# Access to Early Learning (AEL)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's AEL program, Q2 2025

	AEL – Vic
No. of First Nations Referrals	5
No. of non-First Nations Referrals	23
Total	28



Wellbeing

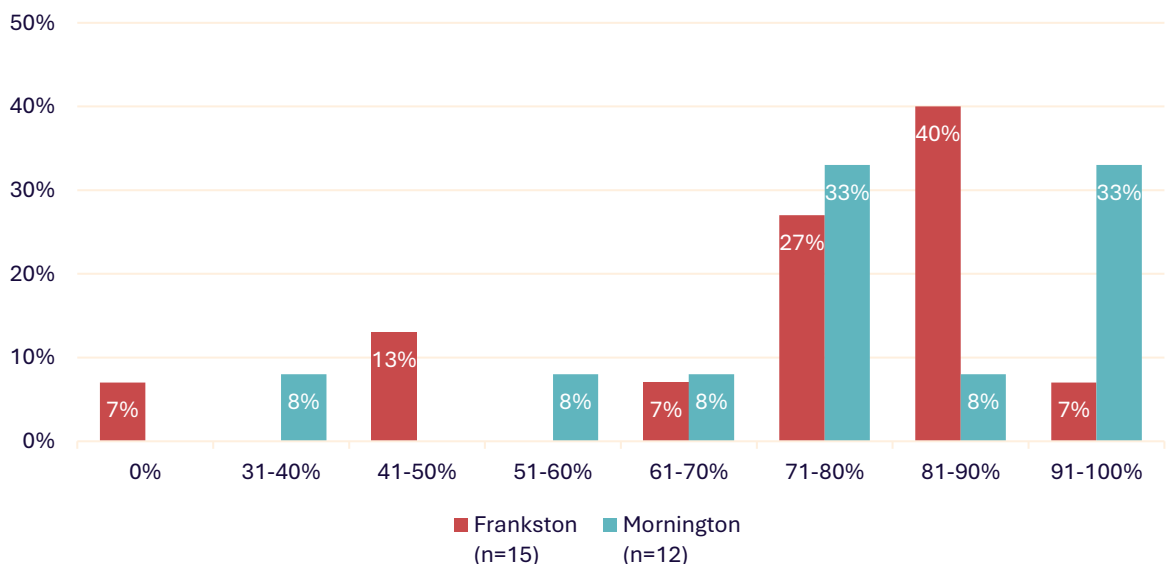


Learning and Education

The proportion of CYP engaged in education and/or employment.

**74%** of children were attending Early Years Learning Centres for at least 70% of the required hours.

- Frankston had more children in the 81–90% range (40%), while Mornington had more in the 91–100% range (33%).
- Very low attendance was rare and mainly due to individual circumstances, such as one child (7%) recorded at 0% because paperwork was not completed during their short enrolment.





# **Family Preservation and Reunification (FPR)**

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's FPR program Q2 2025

	FPR – Vic
No. of First Nations Referrals	13
No. of non-First Nations Referrals	93
Total	106

## Service Completion Summary

Number of families concluding and completing OzChild's FPR program – Q2 2025

	FPR – Vic
Total no. of families who concluded the service	28
• No. of families who completed the service	26
• No of families who withdrew during the service	2
Service completion rate	93%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q2 2025.

	FPR – Vic
CYP	0

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q2 2025

	FPR – Vic
Caregivers	3



## Permanency



## Care Arrangements

**The proportion of CYP who live at home with other stable caregivers (.i.e., kith or kin).**

- 1** out of the 26 families concluding service during the quarter had data available on the living arrangements of the CYP in their care. The CYP in this family were living with their parents, consistent with their living arrangements at intake.
- 1** family exited service as the CYP were no longer in the care of the caregivers.



## Housing

**The proportion of families with improved housing stability.**

- 89%** of families demonstrated strong housing stability, either living in the same adequate home for over three years or having moved for positive reasons like a job change or better housing. They paid rent or mortgage on time with no financial difficulties meeting housing costs. This was up from 66% at intake.



# Safety

## Safe and Secure

**Reduction in prevalence and impact of abuse and neglect of CYP and family violence.**

**11%** of families demonstrated high ratings in family safety, including the absence of domestic violence between caregivers, family conflict, physical or emotional abuse of children, neglect of children, and presence of weapons. Up from 0% at intake.

**The proportion of families with improved family functioning.**

**22%** of families demonstrated high ratings in family functioning, including bonding with children, communication, expectations of children, mutual support, relationships between parent caregivers, routines and rituals, recreation, and play activities. This was up from 11% at intake.

**1/3** caregivers who responded to the feedback survey reported that as a result of the service, their family feels much safer, with less conflict and more support. The other two caregivers reported that there is some improvement, but they are still working through a few challenges.

**The proportion of families experiencing improved community safety.**

**55%** of families lived in a safe and secure neighbourhood, up from 44% at intake,



## Wellbeing



## Mental Health

**The proportion of caregivers with improved mental wellbeing.**

**25%** of caregivers demonstrated good mental health at service completion, up from 0% at intake.

**The proportion of CYP with improved emotional and behavioural development.**

**44%** of CYP received high ratings for their wellbeing, including their behaviour, school performance, relationships with caregivers, siblings, and peers, as well as in cooperation and motivation to remain in the family. This was up from 22% at intake.



## Physical Health

**The proportion of CYP with improved physical health.**

**66%** of CYP received high ratings for their physical health, including no health issues impacting normal development or participating in everyday life, receiving required check ups and immunisations, and illness and injuries are dealt with appropriately. This is up from 44% at intake.



## Health Protection

**Reduction in harmful alcohol and drug use by caregivers.**

**71%** of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 29% at intake.



## Learning and Education

**The proportion of CYP engaged in education and/or employment.**

**92%** of CYP were enrolled in and attending school.

**29%** of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. Down from 43% at intake.

**The proportion of caregivers actively engaged in the educational pursuit of their child(ren).**

**50%** of caregivers supported their child(ren)'s participation in activities like sports, music, and cultural outings, and were actively involved by providing transport, coaching teams, or joining advisory boards. This was up from 17% at intake.

**72%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. This was up from 43% at intake.



## Culture and Identity

**The proportion of caregivers who feel connected to their culture and identity.**

**38%** of families were connected to the culture in their neighbourhood and community, engaged in local issues, and identified with cultural or ethnic groups that support child and family wellbeing. This was up from 25% at intake.

**43%** of families participated in family-centred spiritual and/or religious celebrations, connected with others who share similar benefits and integrated their beliefs into their daily living. This was unchanged from intake.

**1** caregiver reported they 'Always' had opportunities to connect to and express their culture while working with OzChild.

The other caregiver reported that this occurred 'Sometimes'.

**The proportion of caregivers who feel that their culture is recognised and respected.**

**Both** non-First Nations and First Nations caregivers felt that their OzChild worker 'Always' respected their family's culture and/or religious backgrounds.

**1/1** The non-First Nations caregiver felt that their OzChild worker 'Always' acknowledged and incorporated their family's culture in their interactions and decisions.

In comparison, the First Nations caregiver reported that their OzChild worker 'Always' acknowledged and incorporated their family's culture in their interactions and decisions 'Sometimes'.



## Participation and Empowerment

**The proportion of families demonstrating improved self-sufficiency.**

**22%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 0% at intake.

**66%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. This was up from 55% at intake.

**2/3** caregivers reported they either 'Strongly agree' or 'Agree' that they have developed new skills to support their family's independence and feel confident managing challenges that may arise.



## Community and Support

**The proportion of families with increased connection to communities.**

**44%** of families received high ratings for social and community life, including relationships with others, engagement with services, cultural and spiritual connections, and proactive use of support. Up from 11% since intake.

**3/3** caregivers 'Strongly agree' or 'Agree' that their OzChild worker(s) helped them access the necessary services from other agencies or programs (such as family counselling or parenting classes).

**1/3** caregivers 'Strongly agreed' that their OzChild worker(s) helped them build connections within their community (such as local family support groups or community events).

**1/1** The First Nations caregiver responding to the feedback survey 'Agreed' that their OzChild worker(s) shared cultural information and resources that helped you connect with their local Aboriginal and/or Torres Strait Islander community.

**The proportion of families with increased access to social support networks.**

**1** caregiver 'Strongly agreed' that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

## Overall Feedback

### Caregivers

**3/3** caregivers felt that their OzChild worker was 'Always' respectful towards them and their family.

**3/3** caregivers felt that their OzChild worker either 'Always' or 'Most of the time' communicated clearly throughout the service.

**3/3** caregivers felt either 'Very satisfied' or 'Satisfied' with the quality of service provided by their OzChild worker.





# Integrated Family Services (IFS)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's IFS program Q2 2025

	IFS – Vic
No. of First Nations Referrals	7
No. of non-First Nations Referrals	130
Total	137

## Service Completion Summary

Number of families concluding and completing OzChild's IFS program – Q2 2025

	IFS – Vic
Total no. of families who concluded the service	64
<ul style="list-style-type: none"> <li>No. of families who completed the service</li> </ul>	52
<ul style="list-style-type: none"> <li>No of families who withdrew during the service</li> </ul>	12
Service completion rate	81%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q2 2025.

	IFS – Vic
CYP	1

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q2 2025

	IFS – Vic
Caregivers	4



## Permanency



## Care Arrangements

The proportion of CYP who live at home with other stable caregivers (.i.e., kith or kin).

**6** out of the 52 families concluding service during the quarter had data available on the living arrangements of the CYP in their care.

At program closure, all CYP in these families were living with either their parents or kith and kin, consistent with their living arrangements at intake.



## Safety

### Safe and Secure

Reduction in prevalence and impact of abuse and neglect of CYP and family violence.

**27%** of families demonstrated high ratings in family safety, including the absence of domestic violence between caregivers, family conflict, physical or emotional abuse of children, neglect of children, and presence of weapons. Up from 3% at intake.

**3/4** caregivers who responded to the feedback survey reported that as a result of the service, their family feels much safer, with less conflict and more support.

**1/1** The one CYP responding to the feedback survey reported that they noticed positive changes to their family in terms of safety, conflict and support.

**The proportion of families with improved family functioning.**

**34%** of families demonstrated high ratings in family functioning, including bonding with children, communication, expectations of children, mutual support, relationships between parent caregivers, routines and rituals, recreation, and play activities. This was an increase from 13% at intake.

**The proportion of families experiencing improved community safety.**

**58%** of families lived in a safe and secure neighbourhood, up from 38% at intake.





## Wellbeing



## Mental Health

**The proportion of caregivers with improved mental wellbeing.**

**40%** of caregivers demonstrated good mental health at service completion, up from 7% at intake.

**The proportion of CYP with improved emotional and behavioural development.**

**31%** of CYP received high ratings for their wellbeing, including their behaviour, school performance, relationships with caregivers, siblings, and peers, as well as in cooperation and motivation to remain in the family. This was up from 7% at intake.



## Physical Health

**The proportion of CYP with improved physical health.**

**68%** of CYP received high ratings for their physical health, including no health issues impacting normal development or participating in everyday life, receiving required check ups and immunisations, and illness and injuries are dealt with appropriately. Up from 57% at intake.



## Health Protection

**Reduction in harmful alcohol and drug use by caregivers.**

**63%** of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 42% at intake.



## Learning and Education

**The proportion of CYP engaged in education and/or employment.**

**32%** of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. Up from 16% at intake.

**The proportion of caregivers actively engaged in the educational pursuit of their child(ren).**

**34%** of caregivers supported their child(ren)'s participation in activities like sports, music, and cultural outings, and were actively involved by providing transport, coaching teams, or joining advisory boards. This was up from 13% at intake.

**62%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 41% at intake.



## Culture and Identity

**The proportion of CYP who feel connected to their culture and identity.**

**1/1**

The one CYP who responded to the feedback survey reported that their OzChild worker helped them to feel more connected to their culture and identity, specifically their rights and family connections.

**The proportion of caregivers who feel connected to their culture and identity.**

**100%**

of caregivers felt that they had opportunities to connect to and express their culture while working with OzChild.

OzChild workers facilitated connection to culture by:

- Facilitating connections with their cultural background
- Developing relationships and connections.

**59%**

of families were connected to the culture in their neighbourhood and community, engaged in local issues, and identified with cultural or ethnic groups that support child and family wellbeing. Up from 30% at intake.

**35%**

of families participated in family-centred spiritual and/or religious celebrations, connected with others who share similar benefits and integrated their beliefs into their daily living. Up from 25% at intake.

**The proportion of caregivers who feel that their culture is recognised and respected.**

**100%**

of caregivers felt that their OzChild worker 'Always' respected their family's culture and/or religious backgrounds.

**100%**

of caregivers felt that their OzChild worker either 'Always' or 'Most of the time' acknowledged and incorporated their family's culture in their interactions and decisions.



## Participation and Empowerment

**The proportion of families demonstrating improved self-sufficiency.**

**100%** of caregivers reported they 'Strongly agree' that they have developed new skills that help them support their family's independence.

**100%** of caregivers reported that they either 'Strongly agree' or 'Agree' that they feel confident in their ability to manage challenges that may arise within their family.

**27%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 3% at intake.

**35%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 18% at intake.

**The proportion of CYP who feel listened to by their OzChild worker and caregiver.**

**1/1** The one CYP responding to the feedback survey reported they felt listened to by their OzChild worker and caregiver 'All the time'.

**The proportion of CYP who feel that their strengths are recognised and valued.**

**1/1** The one CYP responding to the feedback survey reported that their OzChild worker noticed and told them they are good at things 'All the time'.



## Community and Support

**The proportion of families with increased connection to communities.**

**52%** of families received high ratings for social and community life, including relationships with others, engagement with services, cultural and spiritual connections, and proactive use of support. This was up 13% since intake.

## Overall Feedback

### Caregivers

**100%** of caregivers felt that their OzChild worker was 'Always' respectful towards them and their family.

**100%** of caregivers felt that their OzChild worker 'Always' communicated clearly throughout the service.

**100%** of caregivers felt 'Very satisfied' with the quality of service provided by their OzChild worker.

### CYP

**1/1** The one CYP responding to the feedback survey reported that the support received from OzChild was 'Very helpful'.



# Putting Families First (PFF)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's PFF program Q2 2025

	PFF – Vic
No. of First Nations Referrals	3
No. of non-First Nations Referrals	23
Total	26

## Service Completion Summary

Number of families concluding and completing OzChild's PFF program – Q2 2025

	PFF – Vic
Total no. of families who concluded the service	13
• No. of families who completed the service	13
• No of families who withdrew during the service	0
Service completion rate	100%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q2 2025.

	PFF – Vic
CYP	2

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q2 2025

	PFF – Vic
Caregivers	4



# Safety

## Safe and Secure

**Reduction in prevalence and impact of abuse and neglect of CYP and family violence.**

**3/4** caregivers who responded to the feedback survey reported that as a result of the service, their family feels much safer, with less conflict and more support.

**2/2** The two CYP responding to the feedback survey reported that the service helped their family to get along better.

**The proportion of families with improved family functioning.**

**17%** of families demonstrated high ratings in family functioning, including bonding with children, communication, expectations of children, mutual support, relationships between parent caregivers, routines and rituals, recreation, and play activities. This was unchanged from intake.





## Wellbeing



## Mental Health

**The proportion of caregivers with improved mental wellbeing.**

**60%** of caregivers demonstrated good mental health at service completion, unchanged from intake.

**The proportion of caregivers who are supported with their mental health needs.**

**100%** of caregivers agreed that their PFF worker supported their mental health needs.

**The proportion of CYP who are supported with their mental health needs.**

**1/2** of CYP felt that they could 'Always' talk to their PFF worker about their feelings and emotions. The other felt like they could talk to their worker 'Sometimes'.



## Health Protection

**Reduction in harmful alcohol and drug use by caregivers.**

**All** caregivers did not use drugs/alcohol or used alcohol appropriately. This remained unchanged from intake.



## Learning and Education

The proportion of CYP engaged in education and/or employment.

**100%** of CYP were attending school full time by program closure.

The proportion of caregivers actively engaged in the educational pursuit of their child(ren).

**33%** of caregivers supported their child(ren)'s participation in activities like sports, music, and cultural outings, and were actively involved by providing transport, coaching teams, or joining advisory boards. This was up from 0% at intake.

**67%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 0% at intake.





## Culture and Identity

**The proportion of CYP who feel connected to their culture and identity.**

**Both** CYP who responded to the feedback survey reported that their PFF worker helped them to feel more connected to their culture and identity, specifically their family values and beliefs, personal interests and hobbies, and their friendships and relationships.

**The proportion of caregivers who feel connected to their culture and identity.**

**100%** of caregivers felt that they had opportunities to connect to and express their culture while participating in the service.

OzChild workers facilitated connection to culture by:

- Facilitating connections with their cultural background
- Developing relationships and connections.

**The proportion of caregivers who feel that their culture is recognised and respected.**

**100%** of caregivers felt that their PFF worker 'Always' respected their family's culture and/or religious backgrounds.

**100%** of caregivers felt that their PFF worker 'Always' acknowledged and incorporated their family's culture in their interactions and decisions.

**The proportion of CYP who feel that their culture is recognised and respected.**

**Both** CYP who responded to the feedback survey felt that their PFF worker 'Completely' recognised and respected their family's culture and/or religious backgrounds.



## Participation and Empowerment

**The proportion of families demonstrating improved self-sufficiency.**

**100%** of caregivers reported they either 'Strongly agree' or 'Agree' that they have developed new skills that help them support their family's independence.

**100%** of caregivers reported they either 'Strongly agree' or 'Agree' that they feel confident in their ability to manage challenges that may arise within their family.

**17%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 0% at intake.

**50%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 14% at intake.

**The proportion of CYP who feel listened to by their OzChild worker and caregiver.**

**1/2** CYP responding to the feedback survey reported they felt listened to by their PFF worker and caregiver 'All the time'. The other reported that they felt listened to 'Sometimes'.

**The proportion of CYP who feel that their strengths are recognised and valued.**

**Both** CYP responding to the feedback survey reported that their PFF worker noticed and told them they are good at things.



## Community and Support

**The proportion of families with increased connection to communities.**

**17%** of families received high ratings for social and community life, including relationships with others, engagement with services, cultural and spiritual connections, and proactive use of support. This was up from 0% since intake.

**Both** CYP reported that they were not involved in new activities, clubs, or making new friends since participating in PFF.

**100%** of caregivers 'Strongly agree' or 'Agree' that their PFF worker(s) helped them access the necessary services from other agencies or programs (such as family counselling or parenting classes)

**100%** of caregivers reported they either 'Strongly agree' or 'Agree' that their PFF worker(s) helped them build connections within their community (such as local family support groups or community events).

**The proportion of families with increased access to social support networks.**

**100%** of caregivers either 'Strongly agree' or 'Agree' that their PFF worker helped them to expand their social network (such as introductions to other families with similar experiences).

## Overall Feedback

### Caregivers

**100%** of caregivers felt that their OzChild worker was 'Always' respectful towards them and their family.

**100%** of caregivers felt that their OzChild worker 'Always' communicated clearly throughout the service.

**100%** of caregivers felt 'Very satisfied' with the quality of service provided by their OzChild worker.

### CYP

**Both** CYP felt that their OzChild worker was 'Always' respectful towards them and their family.

**Both** CYP felt that the support from the PFF service was 'Extremely helpful'.



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