



# Prevention and Strengthening Families: Evidence-Based Programs

## *Outcomes Report*

**Quarter 3, 2025**

**1 July - 30 September, 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 Evidence Based Programs in scope are as follows:

- Functional Family Therapy (FFT) – NSW
- Functional Family Therapy: Child Welfare (FFT-CW) – ACT, NSW, and Vic
- Multisystemic Therapy (MST) – Vic
- Multisystemic Therapy: Child Abuse and Neglect (MST-CAN) – NSW

## Review Period

Families who were active in the programs listed above at any point between July 1 and September 30, 2025, were considered in scope. This includes families who commenced a program prior to 1 July 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 the Evidence-Based OzChild Prevention and Strengthening Families (P&SF) programs in scope, covering the period 1 July to 30 September 2025.

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

## Data Sourcing

- Data was obtained from validated tools and measures specifically prescribed by the program purveyor to assess each program's outcomes. Since different programs have distinct goals, they utilise different tools tailored to their needs.
- Additional tools and outputs were also prescribed by OzChild to enable comparisons, where possible, among programs.
- 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 evidenced-based programs 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 from feedback surveys limit generalisability, every piece of feedback from a child, young person, 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)	FFT-CW and MST-CAN (strength ratings at intake and closure are reported to show change; baseline and challenge ratings are not included)
	Client Outcome Measure – Youth (COM – Y)	FFT and FFT-CW
	Client Outcome Measure – Caregiver (COM – C)	FFT and FFT-CW
	Therapist Outcome Measure – Youth (TOM)	FFT and FFT-CW
	Outcomes Questionnaire (OQ)	FFT and FFT-CW
	Strengths and Difficulties Questionnaire (SDQ)	FFT, FFT-CW, and MST (Reported only for placements closed in the quarter, showing change from intake to closure)
	Personal Wellbeing Index – Adult (PWI-A)	MST-CAN
Output	Number of family referrals	All programs
	Service completion data	All programs
	Youth living at home at end of service	FFT, FFT-CW, MST, and MST-CAN
	Number of CYP removed by Child Protection	All programs
	Risk and Protective Factors	FFT and FFT-CW
	MST Discharge Form	MST and MST-CAN
	MST Monthly Measures Spreadsheet	MST
	MST Supplementary Questionnaire	MST
	Ultimate Outcomes	FFT and FFT-CW

## Qualitative Data Overview

Data Type	Tool/Output	Applicable Programs
Qualitative Data Output	P&SF CYP Feedback Survey	All programs (CYP aged 8 and older)
	P&SF Caregiver Feedback Survey	All programs

# Key Considerations

## Overall

The aim of the P&SF – Evidence-Based Programs Quarter 3 Outcomes Report is to assess how effectively OzChild’s P&SF Evidence-Based 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 in each state (where applicable), 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 launched in Q2 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 children and young people (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.

## Introduction of New Services in 2025

Functional Family Therapy – Youth Justice (FFT-YJ) commenced service in January 2025. As outcomes specific to the program were still being identified and confirmed during the quarter, the service was not in scope for this reporting period.

## SafeCare

Although SafeCare was in scope for this quarter, the outcomes data is sourced from the SafeCare Portal—an external system managed by the program purveyor. From late 2024 into 2025, the purveyor was transitioning to a new IT provider, which caused difficulties accessing the data. At the time of analysis and report preparation, the SafeCare data remained unavailable. As a result, while SafeCare was in scope for this quarter, no data was available for reporting.

## Changes to Outcomes Processes

Several changes to outcome measurement and reporting were introduced this year, including the rollout of new tools, 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 overall data completeness and quality.

*Limitations*



# Functional Family Therapy (FFT)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's FFT program, Q3 2025

	FFT – NSW
No. of First Nations Referrals	4
No. of non-First Nations Referrals	20
Total	24

## Service Completion Summary

Number of families concluding and completing OzChild's FFT program – Q3 2025

	FFT – NSW
Total no. of families who concluded the service	11
• No. of families who completed the service	8
• No of families who withdrew during the service	3
Service completion rate	73%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q3 2025.

	FFT – NSW
CYP	3

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q3 2025

	FFT – NSW
Carers	4

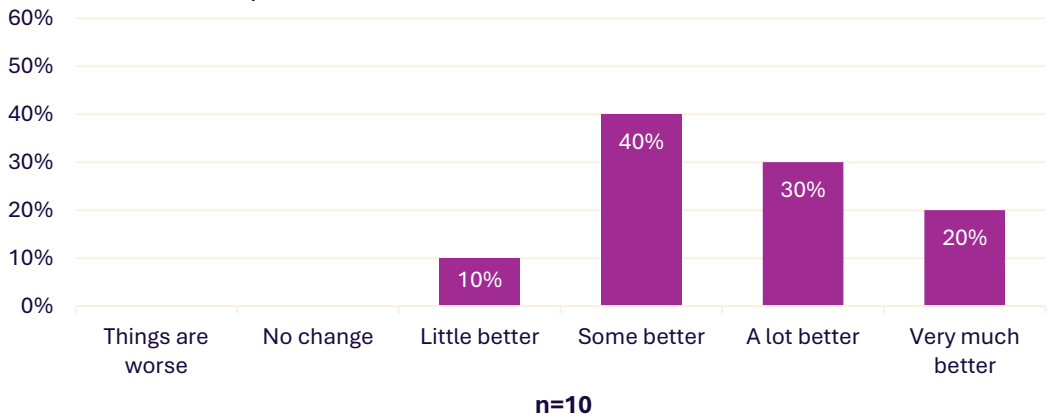


# Safety

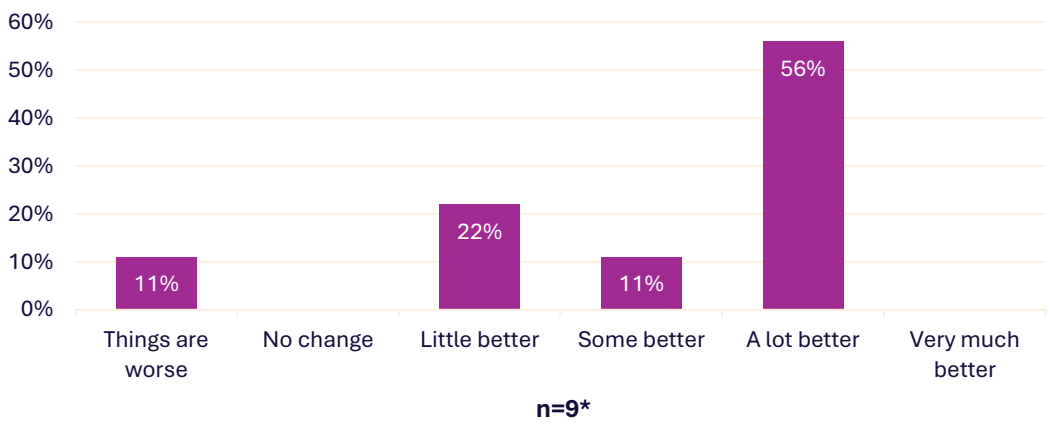
## Safe and Secure

The proportion of families with improved family functioning.

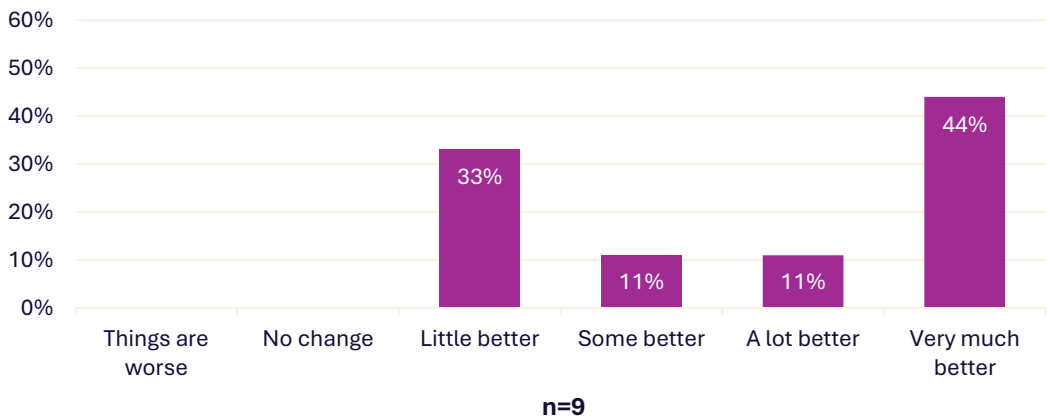
**50%** of caregivers who completed the service reported that their 'Family Status' was either "Very much better" or A lot better' at service completion.



**56%** of young people who completed the service reported that their 'Family Status' was 'A lot better' at service completion.



**55%** of therapists of families who completed the service reported that the 'Family Status' of families was either 'Very Much Better' or 'A lot better' at service completion.



\*Completion rates for the COM-Y are lower in comparison to the COM-C and TOM, because only CYP aged 11-18 are eligible to use this tool.



## Wellbeing



## Mental Health

### The proportion of carers with improved mental wellbeing.

**57%** of carers had an improvement in their mental health.

**25%** of caregivers, who showed improvement experienced statistically significant change.

**36%** experienced a decline, all without significant change.

**7%** of caregivers had an OQ score over 64 at closure, reflecting increased distress related to experiencing a high number of symptoms, interpersonal difficulties, and decreased satisfaction and quality of life. This improved from 21% at intake.

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

**2** CYP who completed the service had both intake and closure Total Difficulties SDQs completed. Both recorded a 'Very high' Total Difficulties risk rating at the end of their placement, with no change from intake.

Eight CYP who completed the service had both intake and closure Prosocial SDQs completed. At closure, three recorded a 'Close to average' Prosocial risk rating, with no change from intake.



## Health Protection

**Reduction in harmful alcohol and drug use by young people.**

### Drug and Alcohol Use

Among all families completing FFT, one CYP was reported to struggle with drug and alcohol use at intake. At closure, the therapist and caregiver rated this as 'Some better,' while the young person rated it as 'Very much better'.



## Learning and Education

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

**100%** of young people were attending school at service conclusion.



## Culture and Identity

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

**All** three CYP who responded to the feedback survey reported that their OzChild worker helped them to feel more connected to their cultural background (like traditions, languages), their strengths and skills, and/or their friendships and relationships.

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

**1** caregiver felt they had opportunities to connect with and express their culture while working with OzChild. Another caregiver reported having these opportunities 'Sometimes', while the remaining two said this did not apply to them.

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

**1** CYP reported that their OzChild worker 'Completely' recognised and respected their culture.

The other two CYP reported that this question 'Does not apply to me'.

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

**100%** of caregivers felt that their OzChild worker 'Always' or 'Most of the time' 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 either 'Strongly agree' or 'Agree' that they have developed new skills that help them support their family's independence.

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

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

**100%** of CYP responding to the feedback survey reported that they felt listened to by their OzChild worker and caregiver either 'All the time' or 'Most of the time'.

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

**100%** of 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.

**1** of the three CYP who responded to the feedback survey reported being involved in new activities, clubs, or making new friends since working with OzChild.

**100%** of caregivers reported they either '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)

**67%** of caregivers reported they 'Agree' that their OzChild worker(s) helped them build connections within their community (such as local family support groups or community events).

**1** First Nations caregiver responding to the survey reported that their OzChild worker(s) did not share cultural information and resources to help them connect with their local Aboriginal and/or Torres Strait Islander community.

### The proportion of families with increased access to social supports.

**33%** of caregivers reported they 'Agree' that their OzChild 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 respectful towards them and their family.

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

**75%** of caregivers felt 'Very satisfied' with the quality of service provided by their OzChild worker. One caregiver felt 'Dissatisfied'.

### CYP

**100%** of CYP felt that their OzChild worker was friendly and respectful to them

**100%** of CYP felt that the support provided by OzChild was either 'Extremely helpful' or 'Very helpful'.

### Some words from caregivers:

*"For the complex needs of my family, children with disabilities and sudden changes to our household my worker was great in connecting with the supports for the children that I linked her with. My worker allowed me time to talk without the children and was able to see what it was that we were needing."*

*"Ashley is a very professional, empathetic and knowledgeable worker, and has been helpful to our family."*



# Functional Family Therapy – Child Welfare (FFT-CW) *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's FFT-CW programs – Q3 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
<b>No. of First Nations Referrals</b>	25	51	5
<b>No. of non-First Nations Referrals</b>	0	149	23
<b>Total</b>	25	200	28

## Service Completion Summary

Number of families concluding and completing OzChild's FFT-CW programs – Q3 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
<b>Total no. of families who concluded the service</b>	<b>10</b>	<b>61</b>	<b>9</b>
• <b>No. of families who completed the service</b>	10	51	5
• <b>No of families who withdrew during the service</b>	0	10	4
<b>Service completion rate</b>	<b>100%</b>	<b>84%</b>	<b>56%</b>

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q3 2025.

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
<b>CYP</b>	0	2	11

Number of Caregivers participating in the post service P&SF Caregiver Feedback Survey, Q3 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
<b>CYP</b>	0	8	28

# FFT-CW ACT



## Safety

### Safe and Secure

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

**100%** 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.**

**75%** 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 0% at intake.

**100%** of caregivers were providing 'Consistent love, caring and support' at service completion, up from 50% at intake.

**100%** of CYP were close to at least one caregiver at service completion. This was unchanged from intake.

**100%** of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion. Up from 0% at intake.

**50%** of caregivers were providing good supervision at service completion, which was unchanged from intake.

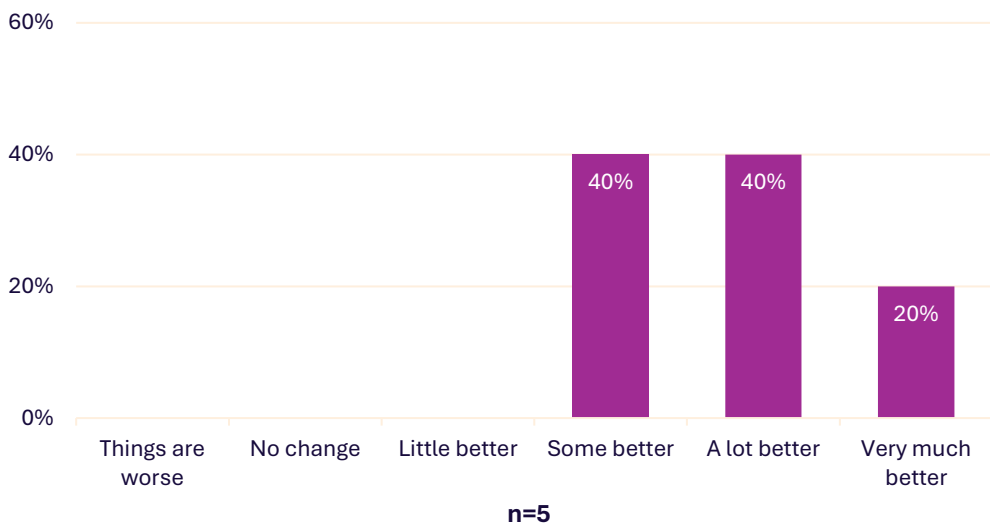
**75%** of young people were usually following rules at service completion, up from 25% at intake.

# FFT-CW ACT

**50%** of caregivers were providing consistent and appropriate consequences to their child(ren), up from 25% at intake.

**50%** of caregivers were providing consistent and appropriate rewards to their child(ren), up from 25 % at intake.

**60%** of caregivers who completed the service reported that their 'Family Status' was either 'A Lot better' or 'Very much better' at service completion.



**1/1** The one young person who completed the service and completed the COM-Y reported that their 'Family Status' was a 'Little better' at service completion.\*

**50%** of therapists of families who completed the service reported that the 'Family Status' of families was either 'A Lot Better' at service completion. The remaining 50% reported that the family status was 'Some better'. (n=4)

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

**75%** of families lived in a safe and secure neighbourhood. No change from intake.

\*Completion rates for the COM-Y are lower than for the COM-C and TOM, because only CYP aged 11–18 are eligible to use this tool.



## Wellbeing



## Mental Health

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

**50%** of caregivers demonstrated strong mental health at service completion, up from 0% at intake.

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

**50%** 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 25% at intake.



## Health Protection

**Reduction in harmful alcohol and drug use by young people.**

### Drug and Alcohol Use

Young people completing the service were not reported using drugs or alcohol at intake or closure.

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

**100%** of caregivers did not use drugs/alcohol or used alcohol appropriately. Up from 50% at intake.



## Learning and Education

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

**100%** of CYP were attending school at service conclusion.

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

**100%** 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 50% at intake.

**75%** 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 25% at intake.



## Culture and Identity

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

**100%** 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.

**100%** of families participated in family-centred spiritual and/or religious celebrations, connected with others who share similar beliefs and integrated their beliefs into their daily living. This was up from 0% at intake.



## Participation and Empowerment

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

**75%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. This was up from 25% at intake.

**50%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. This was up from 0% at intake.



## Community and Support

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

**100%** 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% at intake.





## Permanency



## Care Arrangements

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

- 43** out of the 61 families concluding service during the quarter had data available on the living arrangements of the CYP in their care.
- 42** CYP in these families were living their parents or kith and kin at service closure.
- 1** Additional family exited the service as the CYP were no longer in the care of the caregivers.



# Safety

## Safe and Secure

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

**71%** 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. This was an improvement from 42% at intake.

**88%** of 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 remaining 12% indicated that while there has been some improvement, they are still working through a few challenges.

Factors of the service that carers reported to the positive changes included:

*“The fact we can communicate without the need to raise our voices often or yell.”*

*“Support in learning and implementing skills.”*

*“Communication and problem solving skills.”*

**1** of the two CYP responding to the survey reported that the service helped their family to get along better. The other CYP reported that ‘Things stayed the same’.

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

**91%** of families lived in a safe and secure neighbourhood, up from 69% at intake.

## The proportion of families with improved family functioning.

**78%** 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 improvement from 38% at intake.

**98%** of caregivers were providing 'Consistent love, caring and support' at service completion, up from 66% at intake.

**95%** of CYP were close to at least one of their caregivers at service completion, up from 90% at intake.

**87%** of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion, this improved from 22% at intake,

**93%** of caregivers were providing good supervision at service completion, up from 44% at intake.

**59%** of young people were usually following rules at service completion, up from 20% at intake.

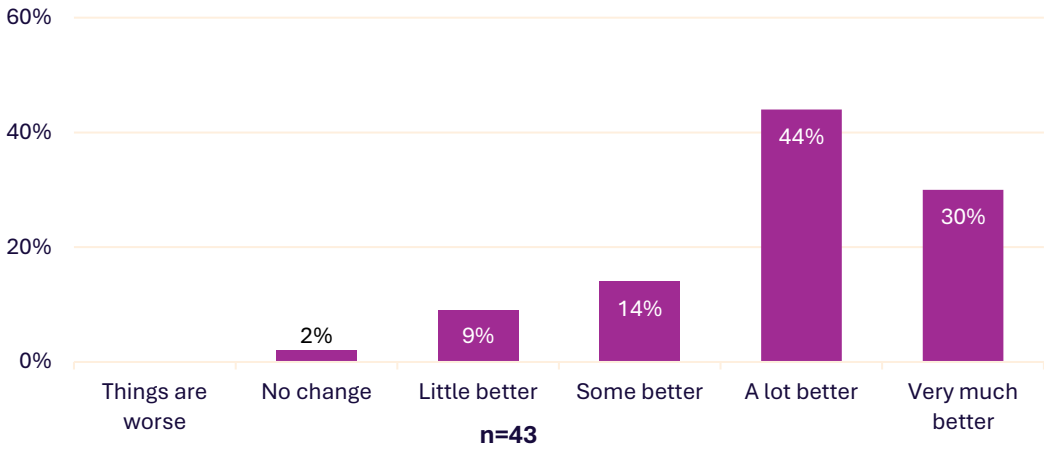
**68%** of caregivers were providing consistent consequences to their child(ren), up from 18% at intake.

**75%** of caregivers were providing appropriate consequences to their child(ren), up from 26% at intake.

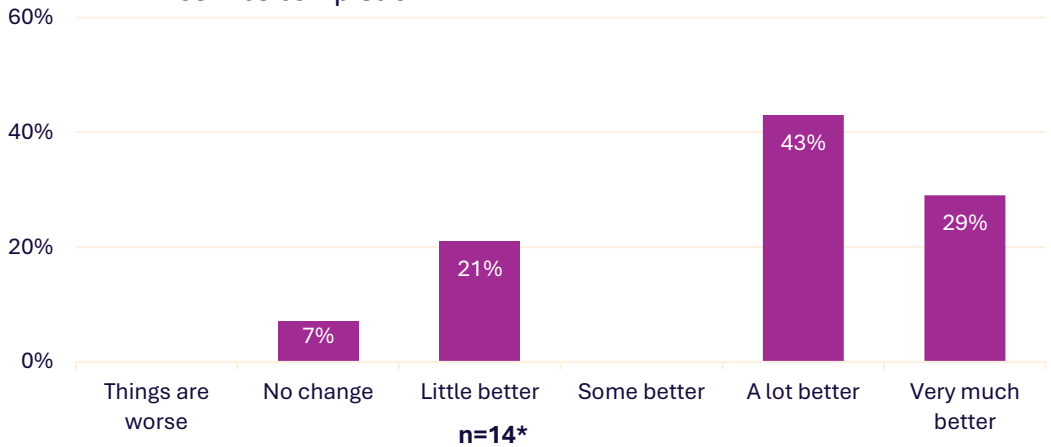
**60%** of caregivers were providing consistent rewards to their child(ren), up from 23% at intake.

**75%** of caregivers were providing appropriate rewards to their child(ren), up from 31% at intake.

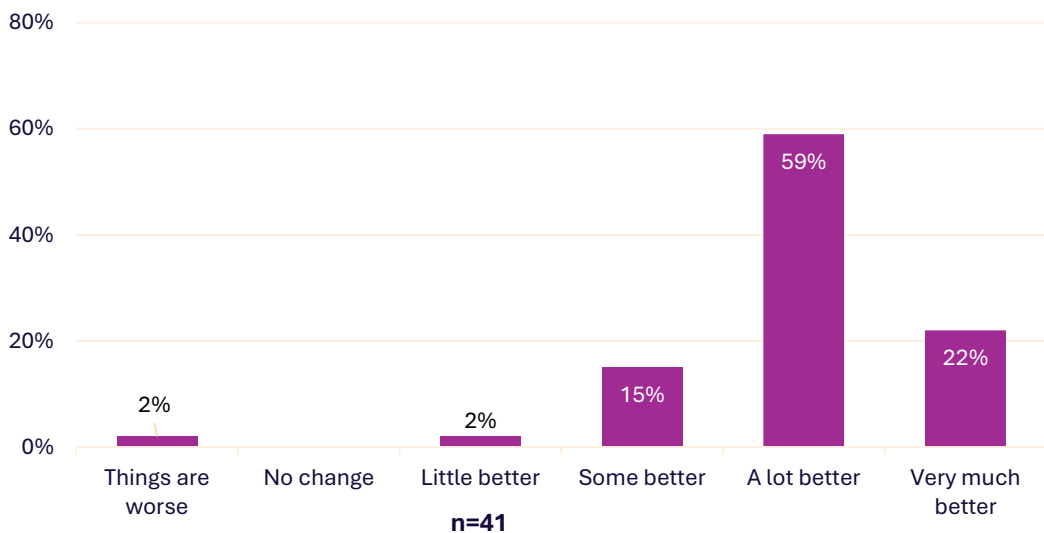
**74%** of caregivers who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



**72%** of young people who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



**81%** of therapists of families who completed the service reported that the 'Family Status' of families was either 'Very much better' or 'A lot better' at service completion.



\*Completion rates for the COM-Y are lower than for the COM-C and TOM, because only CYP aged 11-18 are eligible to use this tool.



## Wellbeing



## Mental Health

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

**74%** of caregivers had an improvement in their mental health.

**63%** of caregivers who showed improved mental health experienced statistically significant change.

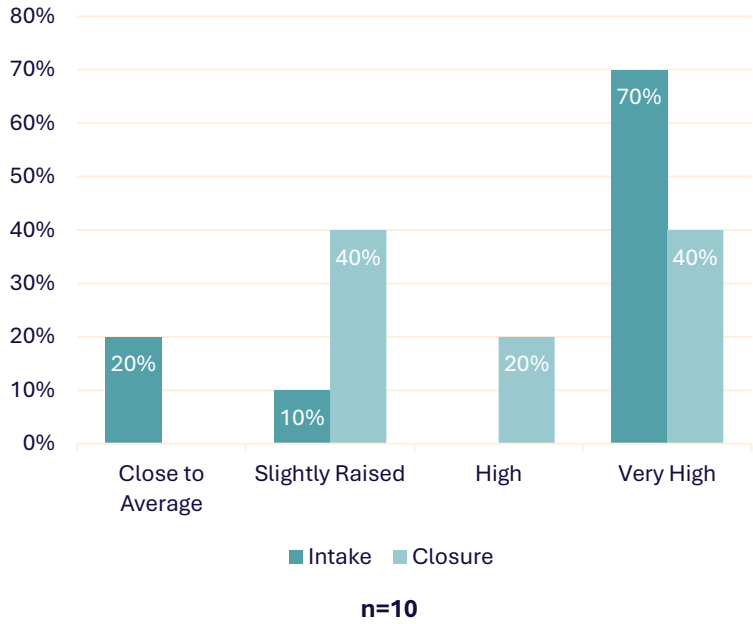
**19%** of caregivers had an OQ score over 64 at closure, reflecting increased distress related to experiencing a high number of symptoms, interpersonal difficulties, and decreased satisfaction and quality of life. This improved from 40% at intake.

**60%** of caregivers demonstrated good mental health at service completion, up from 30% at intake.

The proportion of CYP with improved emotional and behavioural development.

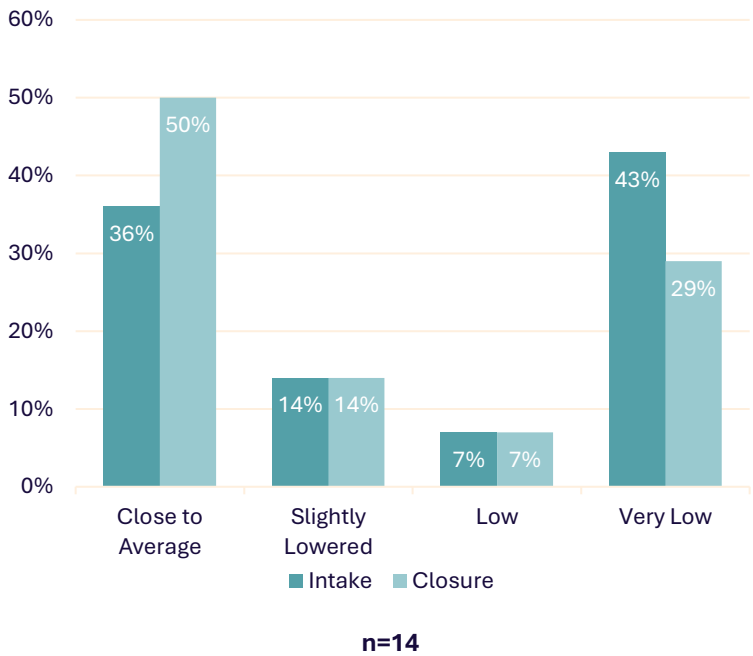
0%

of CYP had a 'Close to Average' Total Difficulties risk rating on the SDQ at the end of their placement — a decline from 20% at intake. Despite this, there was a significant decline (30%) in the rate of CYP in the 'Very high' risk rating at the end of their placement.



50%

of CYP had a 'Close to Average' Prosocial risk rating on the SDQ at the end of their placement — an improvement from 36% at intake.



68%

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 51% at intake.



## Health Protection

### Reduction in harmful alcohol and drug use by young people.

#### Drug and Alcohol Use

Among all families completing FFT-CW, one CYP was reported to struggle with drug and alcohol use at intake. At closure, the therapist, young person, and caregiver rated alcohol use as a 'Little better'. For drug use, both the young person and therapist rated use a 'Little better' however from the caregiver's perspective, this was reported as 'Some better'.

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

**75%** of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 55% at intake.



## Learning and Education

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

**95%** of young people were attending school at service conclusion.

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

**78%** 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. Up from 61% at intake.

**87%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 74% 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 OzChild worker helped them to feel more connected to either their cultural background (like traditions, languages), family values and beliefs, and/or their personal interests and hobbies.

**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.

**58%** 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 54% at intake.

**57%** of families participated in family-centred spiritual and/or religious celebrations, connected with others who share similar beliefs and integrated their beliefs into their daily living. Stable with 56% at intake.

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

**Both** CYP reported that their OzChild worker 'Completely' or 'Mostly' recognised and respected their culture.

**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 'Always' 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 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.

**74%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 45% at intake.

**74%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 67% at intake.

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

**Both** CYP responding to the feedback survey reported that they felt listened to by their OzChild worker either 'All the time' or 'Most of the time'.

**Both** CYP responding to the feedback survey reported that they felt listened to by their caregiver either 'All the time' or 'Most of the time'.

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

**1** CYP responding to the feedback survey reported that their OzChild worker noticed and told them they are good at things 'Most of the time'. The other CYP felt that this occurred 'Sometimes'.



## Community and Support

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

**Both** CYP reported being involved in new activities, clubs, or making new friends since working with OzChild.

**100%** of 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)

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

**74%** 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 58% at 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

**Both** CYP felt that their OzChild worker was 'Always' friendly and respectful to them

**1** CYP felt that the support provided by OzChild was 'Extremely helpful'. While the other found the support 'Sometimes helpful'.

### Some words from caregivers:

*"Always made to feel unjudged and empowered."*

*"She listened and allowed us to verbalise what was really bothering us and shared some personal experiences to help relate to the situation."*

# FFT-CW - Victoria



## Permanency



## Care Arrangements

**Proportion of CYP removed by Child Protection or equivalent.**

- 3** of the 9 families concluding service during the quarter had data available on the living arrangements of the CYP in their care. All three CYP in these families were living with kith or kin.
- 1** family exited service as the CYP were no longer in the care of the caregivers.



## Safety

### Safe and Secure

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

- 25%** 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. This was unchanged from intake.
- 18%** of CYP reported that the service helped their family to get along better.
- 32%** of 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. 59% indicated that while there has been some improvement, they are still working through a few challenges.

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

- 50%** of families lived in a safe and secure neighbourhood, no change from intake.

The proportion of families with improved family functioning.

**25%** 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. No change from intake.

**93%** of caregivers were providing 'Consistent love, caring and support' at service completion, up from 39% at intake.

**82%** of CYP were close to at least one caregiver at service completion, up from 68% at intake.

**93%** of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion, this improved from 19% at intake,

**79%** of caregivers were providing good supervision at service completion, up from 29% at intake.

**58%** of young people were usually following rules at service completion, up from 21% at intake.

**56%** of caregivers were providing consistent consequences to their child(ren), up from 16% at intake.

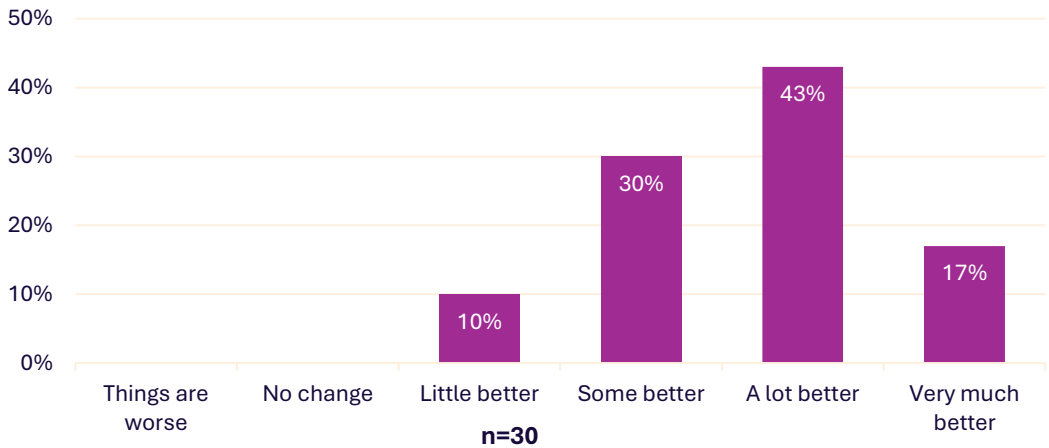
**63%** of caregivers were providing appropriate consequences to their child(ren), up from 15% at intake.

**64%** of caregivers were providing consistent rewards to their child(ren), up from 20% at intake.

**71%** of caregivers were providing appropriate rewards to their child(ren), up from 21% at intake.

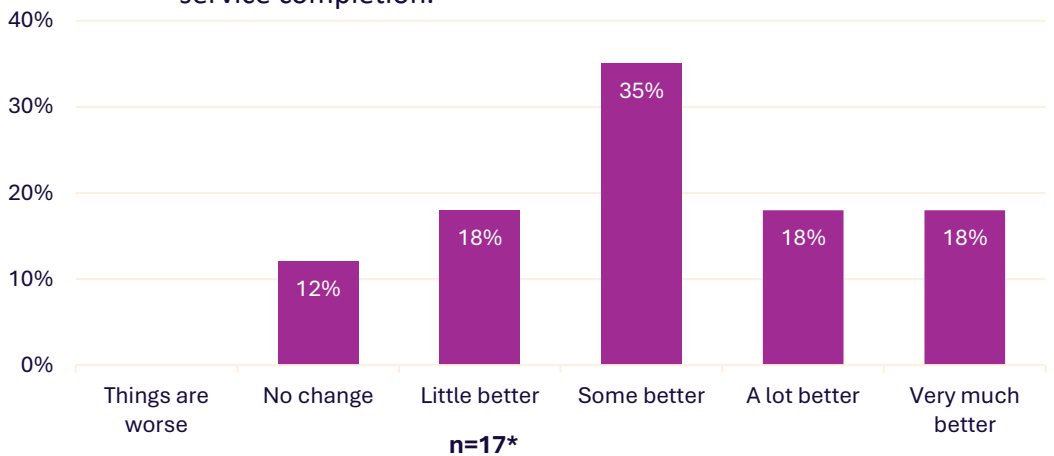
60%

of caregivers who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



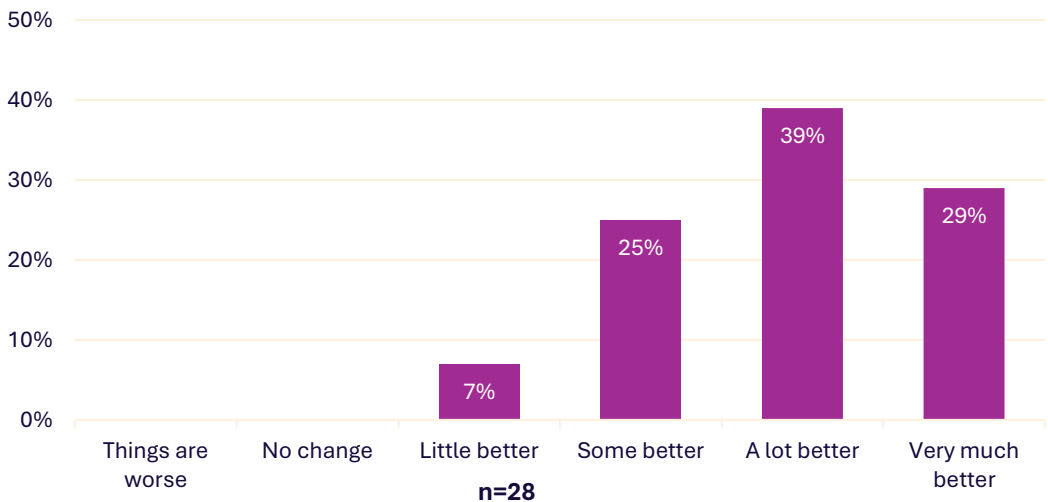
36%

of young people who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



68%

of therapists of families who completed the service reported that the 'Family Status' of families was either 'Very much better' or 'A lot better' at service completion.



\*Completion rates for the COM-Y are lower than for the COM-C and TOM, because only CYP aged 11-18 are eligible to use this tool.



## Wellbeing



## Mental Health

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

**50%** of caregivers had an improvement in their mental health.

**69%** of caregivers who showed improved mental health experienced statistically significant change.

**38%** of caregivers had an OQ score over 64 at closure, reflecting increased distress related to experiencing a high number of symptoms, interpersonal difficulties, and decreased satisfaction and quality of life. This was relatively stable with the 35% reported at intake.

**75%** of caregivers experienced mild, manageable mental health issues that do not significantly affect their parenting or daily life. This remained unchanged from intake.

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

**75%** of CYP were reported to have adequate wellbeing across areas such as behaviour, school performance, relationships with caregivers, siblings, and peers, as well as cooperation and motivation to remain in the family. There was no change from intake.



## Health Protection

**Reduction in harmful alcohol and drug use by young people.**

### Drug and Alcohol Use

Among all families completing FFT-CW, two CYP were engaging in both drug and alcohol use at intake. By closure, for one CYP, drug use was reported by both the therapist and caregiver as having become worse, while alcohol use remained unchanged. For the other CYP, the therapist reported no change in either drug or alcohol use, whereas the caregiver noted a slight improvement.

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

**100%** of caregivers did not use drugs/alcohol or used alcohol appropriately. This was remained unchanged from intake.



## Learning and Education

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

**86%** of young people were attending school at service conclusion.

**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. No change from intake.

**50%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. No change from intake.



## Culture and Identity

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

**100%** of CYP who responded to the feedback survey reported that their OzChild worker helped them to feel more connected to one or more of the following:

- Cultural background (like traditions, languages)
- Family values and beliefs
- Personal interests and hobbies
- Friendships and relationships
- Strengths and skills

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

**95%** 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.

**25%** 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. Down from 50% at intake.

**50%** of families participated in family-centred spiritual and/or religious celebrations, connected with others who share similar beliefs and integrated their beliefs into their daily living. This was unchanged from intake.

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

**100%** of CYP reported that their OzChild worker 'Completely' recognised and respected their culture.

**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.**

**96%** of caregivers reported they either 'Strongly agree' or 'Agree' that they have developed new skills that help them support their family's independence.

**93%** 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.

**25%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. No change from intake.

**50%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 25% at intake.

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

**100%** of CYP responding to the feedback survey reported that they felt listened to by their OzChild worker either 'All the time' or 'Most of the time'.

**60%** of CYP responding to the feedback survey reported that they felt listened to by their caregiver either 'All the time' or 'Most of the time'.

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

**90%** of CYP responding to the feedback survey reported that their OzChild worker noticed and told them they are good at things either 'All the time' or 'Most of the time'.



## Community and Support

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

**75%** of CYP reported being involved in new activities, clubs, or making new friends since working with OzChild.

**100%** of 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)

**95%** of caregivers reported they either 'Strongly agree' or 'Agree' that their OzChild worker(s) helped them build connections within their community (such as local family support groups or community events).

**100%** of First Nations caregivers reported they either 'Strongly agree' or 'Agree' that their OzChild worker(s) shared cultural information and resources that helped them connect with their local Aboriginal and/or Torres Strait Islander community.

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

**90%** of caregivers either 'Strongly agree' or 'Agree' that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

**50%** 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 unchanged from intake.

## Overall Feedback

### Caregivers

**100%** of caregivers felt that their OzChild worker was either 'Always' or 'Most of the time' respectful towards them and their family.

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

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

### CYP

**100%** of CYP felt that their OzChild worker was friendly and respectful to them either 'Always' or 'Most of the time'

**80%** of CYP felt that the support provided by OzChild was either 'Extremely helpful' or 'Very helpful'.

### Some words from caregivers:

*"OzChild does not need improvement was just wonderful for what they have done for my family. I would tell everyone that needed help about OzChild. I am more than satisfied. ."*

*"The service is all good, no improvements needed."*

*"Thankyou very much for Indy's help and service."*

*"Very satisfied with Nandita, she is an excellent worker".*



# Multisystemic Therapy (MST)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild’s MST program, Q3 2025

	MST – Vic
No. of First Nations Referrals	0
No. of non-First Nations Referrals	11
Total	11

## Service Completion Summary

Number of families concluding and completing OzChild’s MST program – Q3 2025

	MST – Vic
Total no. of families who concluded the service	6
• No. of families who completed the service	5
• No of families who withdrew during the service	1
Service completion rate	83%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q3 2025.

	MST – Vic
CYP	0

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q3 2025

	MST – Vic
Caregivers	0



## Permanency



## Care Arrangements

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

**4/5**

young people were living at home at the end of treatment.

**1**

CYP was in remand at closure, however caregivers reported that they would continue to have the young person placed in their care at home once released.



## Safety

### Safe and Secure

The proportion of families with improved family functioning.

**100%**

of families demonstrated improved family functioning at program completion

**80%**

of families demonstrated improved family relations at the end of treatment

The proportion of families experiencing improved community safety.

**2**

CYP reoffended during treatment.

**1**

of those reoffending during treatment reoffended in the last four weeks of treatment.



## Wellbeing



## Mental Health

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

**100%** of young people demonstrated improvements to their behavioural and mental health.



## Health Protection

**Reduction in harmful alcohol and drug use by young people.**

**50%** of young people demonstrated decreased drug and substance use at the end of treatment.



## Learning and Education

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

**40%** of young people were in school or working at the end of treatment.



## Participation and Empowerment

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

**80%** of caregivers demonstrated improved parenting skills necessary to handle future challenges.

**80%** of CYP demonstrated positive changes in their behaviour and in the systems contributing to the referral problems have been sustained for at least three weeks.



## Community and Support

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

**100%** of families improved their network of informal social supports in the community and demonstrated the ability to successfully access a range of supports (informal to formal) as needed.



**Multisystemic Therapy  
Child Abuse and  
Neglect (MST-CAN)  
*Outcomes***

## Demographics Snapshot

Number of Family Referrals Active in OzChild’s MST-CAN program, Q3 2025

	MST-CAN NSW
<b>No. of First Nations Referrals</b>	4
<b>No. of non-First Nations Referrals</b>	6
<b>Total</b>	10

## Service Completion Summary

Number of families concluding and completing OzChild’s MST-CAN program – Q3 2025

	MST-CAN NSW
<b>Total no. of families who concluded the service</b>	6
<ul style="list-style-type: none"> <li><b>No. of families who completed the service</b></li> </ul>	6
<ul style="list-style-type: none"> <li><b>No of families who withdrew during the service</b></li> </ul>	0
<b>Service completion rate</b>	100%

## Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q3 25.

	MST-CAN NSW
<b>CYP</b>	0

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q3 2025

	MST-CAN NSW
<b>Caregivers</b>	5



## Permanency



## Care Arrangements

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

**100%** All six CYP were living at home at program closure..



## Safety

### Safe and Secure

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

**50%** 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.**

**50%** 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 0% at intake. The remaining families had baseline adequate ratings, showing no challenge ratings at closure, compared to intake, when all families had demonstrated challenges in family functioning.

**20%** of 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 remaining 80% indicated that while there has been some improvement, they are still working through a few challenges.

**100%** of families demonstrated improved family relationships, especially within the practical and emotional areas of the family subsystems that were driving the referral.

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

**84%** of families lived in a safe and secure neighbourhood, up from 20% at intake.



## Wellbeing



## Mental Health

### **The proportion of carers with improved mental wellbeing.**

Three different tools were used to assess caregiver mental health: NCFAS, PWI-A\*, and MST measures

**33%** of caregivers demonstrated good mental health at service completion, up from 0% at intake.

**100%** of caregivers demonstrated improved mental health functioning at service completion.

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

**100%** of caregivers reported that their OzChild worker supported their mental health needs throughout the program.

*\*PWI-A data was unable to be extracted due to limitations with the system at the time of data analysis.*

The proportion of CYP with improved emotional and behavioural development.

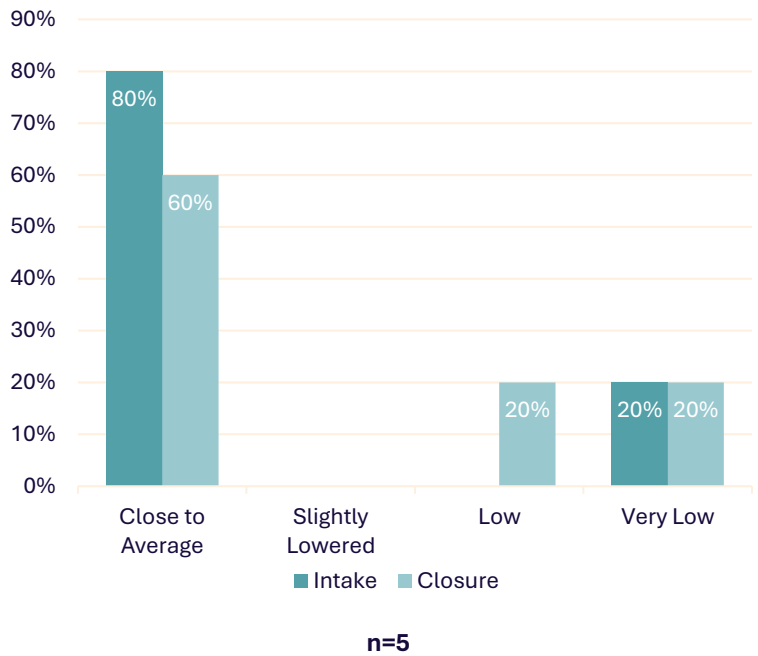
**40%**

of CYP had a 'Close to Average' Total Difficulties risk rating on the SDQ at the end of their placement. Up from 20% at intake.



**60%**

of CYP had a 'Close to Average' Prosocial risk rating on the SDQ at the end of their placement. Down from 80% at intake.



**33%**

of CYP received very 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 0% at intake.

**100%**

of CYP of demonstrated improved mental health functioning at service completion.



## Physical Health

The proportion of CYP with improved physical health.

67%

of CYP demonstrated high ratings for their child(ren)'s physical health, including no health issues impacting normal development or daily activities, completion of required check-ups and immunisations, and appropriate management of illness and injuries. Up from 17% at intake.



## Health Protection

Reduction in harmful alcohol and drug use by caregivers.

66%

of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 50% at intake.



## Learning and Education

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

All

CYP were attending school and/or working at service conclusion.

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

83%

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. Up from 17% at intake.

83%

of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 17% at intake.



## Culture and Identity

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

**67%** of caregivers felt that they had opportunities to connect to and express their culture while working with OzChild. OzChild workers facilitated connection to culture through developing relationships and connections.

**60%** 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 20% at intake.

**33%** 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 0% at intake.

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

**100%** of First Nations and non-First Nations caregivers felt that their OzChild worker either 'Always' or 'Most of the time' respected their family's culture and/or religious backgrounds.

**75%** of First Nations and non-First Nations 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. One First Nations caregiver, however, reported that their worker 'Never' did so.



## 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.

**67%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 17% at intake.

**67%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 50% at intake.

**100%** of caregivers demonstrated improved parenting skills necessary to handle future challenges.

**100%** of CYP demonstrated positive changes in their behaviour and in the systems contributing to the referral problems have been sustained for at least 12 weeks.



## Community and Support

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

**83%**

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 33% at intake.

**100%**

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

**100%**

of caregivers 'Strongly agree' that their OzChild 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 networks.**

**100%**

of families improved their network of informal social supports in the community and demonstrated the ability to successfully access a range of supports (informal to formal) as needed.

**100%**

of caregivers 'Strongly agree' that their OzChild 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.

### Some words from caregivers:

*"I would highly recommend MST-CAN. The team are always willing to listen and help.."*

*"Koko explained a lot about communication. Koko has been fantastic. She is truly a legend. Thank you Koko!"*

*"We worked twice with MST-CAN. Chantal worked with the whole family and Mel only worked with me. I would learn and implement strategies. I had a good connection with Mel, I felt stronger and more confident to handle the kids. Mel taught me positive affirmations and self-care. I reach decisions on my own now, I feel confident and assertive."*



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