



Prevention and Strengthening Families: Family Services

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>Care Arrangements Children and their families live together and have continuous and stable care arrangements and relationships</p>	 <p>Mental Health Children and their families have good mental health</p>	 <p>Culture and Identity Children and their families can safely identify and connect with their culture and identity</p>
 <p>Housing Children and their families have suitable and stable housing</p>	 <p>Physical Health Children and their families have good physical health</p>	 <p>Participation and Empowerment Children and their families are empowered to actively participate in decision making and are supported to achieve self-sufficiency</p>
 <p>Safe and Secure Children and their families live free from abuse and violence</p>	 <p>Health Protection Children and their families act to protect and promote health</p>	 <p>Community and Support Children and their families are socially engaged and live in inclusive communities</p>
 <p>Learning and Education 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 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 OzChild’s Family services within the Prevention and Strengthening Families (P&SF) programs, covering the period from 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 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

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 Family Services Quarter 3 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 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 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 year, 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, Q3 2025

	AEL – Vic
No. of First Nations Referrals	7
No. of non-First Nations Referrals	26
Total	33



Wellbeing

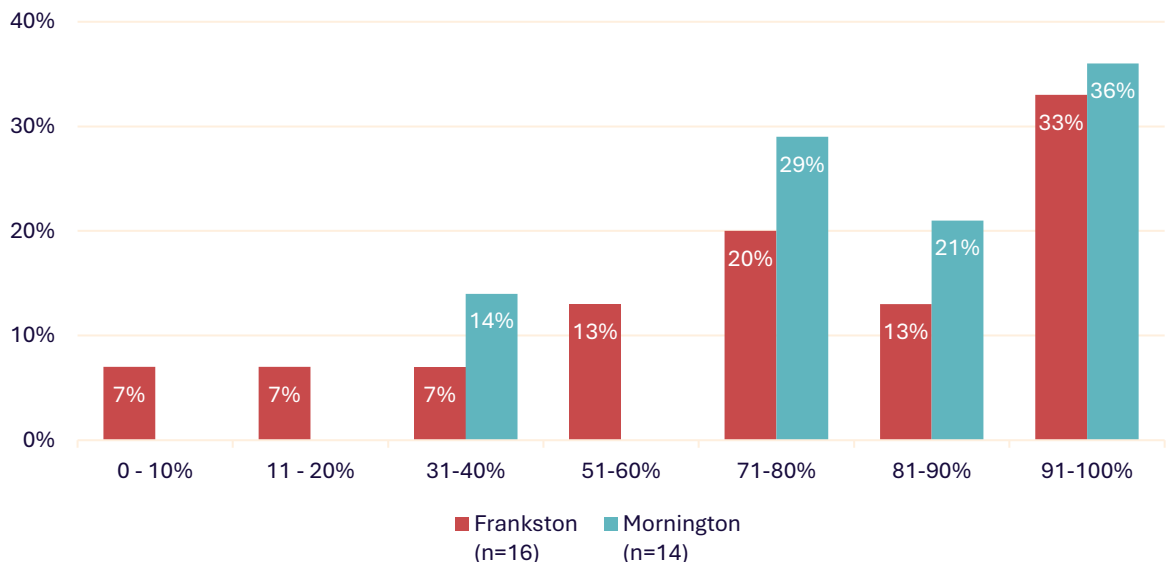


Learning and Education

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

76% of children were attending Early Years Learning Centres for at least 70% of the required hours.

- Frankston demonstrated a broader spread across attendance levels, including some low and mid-range attendance.
- Mornington has no children in the lowest attendance brackets and a higher concentration in high attendance (71–100%).





Family Preservation and Reunification (FPR)

Outcomes

Demographics Snapshot

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

	FPR – Vic
No. of First Nations Referrals	11
No. of non-First Nations Referrals	112
Total	123

Service Completion Summary

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

	FPR – Vic
Total no. of families who concluded the service	42
• No. of families who completed the service	33
• No of families who withdrew during the service	9
Service completion rate	79%

Survey Completion Rates

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

	FPR – Vic
CYP	3

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

	FPR – Vic
Caregivers	9



Permanency



Housing

The proportion of families with improved housing stability.

65% 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 50% at intake.





Safety

Safe and Secure

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

15% 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.

2/3 Two CYP responding to the feedback survey reported that the service helped their family to get along 'A lot' better. The third CYP reported they felt their family got along 'A little' better.

56% 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 44% 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:

"Having the support and a person that was focused on my family's needs."

"Provided some brokerage to assist with getting in a safer place."

"Education, Support, understanding worker."

"Active engagement working with services."

The proportion of families with improved family functioning.

30% 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 5% at intake.

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.

20% of caregivers demonstrated good mental health at service completion, up from 10% at intake.

The proportion of CYP with improved emotional and behavioural development.

40% 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 10% at intake.



Physical Health

The proportion of CYP with improved physical health.

50% 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 35% at intake.



Health Protection

Reduction in harmful alcohol and drug use by caregivers.

54% of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 23% at intake.



Learning and Education

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

100% of CYP were enrolled in and attending school.

40% of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. Up from 34% at intake.

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

58% 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 32% at intake.

53% 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 32% at intake.



Culture and Identity

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

All CYP who responded to the feedback survey reported that their OzChild worker helped them to feel more connected to their culture and identity, specifically cultural background (like traditions and languages), personal interests and hobbies, and/or their family values and beliefs.

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

21% 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 10% at intake.

30% 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 up from 20% at intake.

100% of caregivers reported they either 'Always' or 'Most of the time' had opportunities to connect to and express their culture while working with OzChild. Caregivers reported that their OzChild worker supported connection to community and culture through the 'Development of relationships and connections'.

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

100% of caregivers felt that their OzChild worker either 'Always' or 'Most of the time' respects 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.

55% of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 10% at intake.

45% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. This was up from 20% at intake.

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

89% 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.

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

3/3 CYP responding to the feedback survey reported they felt listened to by their OzChild worker either 'All the time' or 'Most of the time'.

2/3 CYP responding to the feedback survey reported they felt listened to by their caregiver 'Most of the time'. The remaining CYP reported they felt listened to 'Sometimes'.

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

2/3 CYP responding to the feedback survey reported that their OzChild worker noticed and told them they are good at things 'All the time'. The remaining CYP indicated that their OzChild worker 'Not really' noticed and told them they are good at things.



Community and Support

The proportion of families with increased connection to communities.

35% 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 10% since intake.

1/3 CYP reported that they have been involved in new activities, clubs, or made new friends since working with OzChild.

100% of caregivers 'Strongly agreed' 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 either 'Strongly agreed' or 'Agreed' 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.

80% of caregivers either 'Strongly agreed' or 'Agreed' 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 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 'Very satisfied' with the quality of service provided by their OzChild worker.

CYP

100% of CYP responding to the feedback survey reported their OzChild worker was friendly and respectful to them.

100% of CYP responding to the feedback survey reported that the support received from OzChild was either 'Extremely helpful' or 'Very helpful'.

Some words from caregivers:

"Really felt understood and listened, takes the time to listen and not judge but can advise on better ways."

"Thankyou to those who made this possible. Sam has been world."

"Worker really helpful and being another voice for me and advocating for me."

"With the 2 workers working together it has worked really well, I could not have asked for more, the 2 staff have been amazing."



Integrated Family Services (IFS)

Outcomes

Demographics Snapshot

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

	IFS – Vic
No. of First Nations Referrals	6
No. of non-First Nations Referrals	143
Total	149

Service Completion Summary

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

	IFS – Vic
Total no. of families who concluded the service	61
<ul style="list-style-type: none"> No. of families who completed the service 	50
<ul style="list-style-type: none"> No of families who withdrew during the service 	11
Service completion rate	82%

Survey Completion Rates

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

	IFS – Vic
CYP	0

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

	IFS – Vic
Caregivers	7



Safety

Safe and Secure

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

29% 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 12% at intake.

43% 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 57% 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:

“Worker has been an amazing help to linking into services that we did not know about.”

“Case Manager (CM) has been very supportive and understanding, provided advice and genuinely being there and being listened to.”

“I felt so supported through out the initial challenging phases of life , me and my daughter felt extremely safe and supported .”

The proportion of families with improved family functioning.

27% 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 9% at intake.

The proportion of families experiencing improved community safety.

47% of families lived in a safe and secure neighbourhood, up from 36% at intake.



Wellbeing



Mental Health

The proportion of caregivers with improved mental wellbeing.

15% of caregivers demonstrated good mental health at service completion, up from 3% at intake.

The proportion of CYP with improved emotional and behavioural development.

24% 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 12% at intake.



Physical Health

The proportion of CYP with improved physical health.

53% 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 41% at intake.



Health Protection

Reduction in harmful alcohol and drug use by caregivers.

56% of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 45% at intake.



Learning and Education

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

29% of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. Up from 19% at intake.

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

47% 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 22% at intake.

65% of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 53% at intake.



Culture and Identity

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

75% of caregivers felt that they had opportunities to connect to and express their culture while working with OzChild. Caregivers reported that their OzChild worker supported connection to community and culture through the 'Facilitating a connection with their cultural background'.

21% 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 9% at intake.

39% 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 24% at intake.

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

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

75% 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.

71% 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 that they either 'Strongly agree' or 'Agree' that they feel confident in their ability to manage challenges that may arise within their family.

32% of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 12% at intake.

33% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 12% at intake.



Community and Support

The proportion of families with increased connection to communities.

18% 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 3% 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 either 'Always' or 'Most of the time' 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:

"Appreciated the overall support that the program gave."

"Keep doing a fabulous job, believe each visit helped heal our family and we so appreciated the support.."

"Never felt more support, very understanding, genuinely wants to help. Feel very supported."

"I am thankful for everything OzChild did for me and my daughter".



Putting Families First (PFF)

Outcomes

Demographics Snapshot

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

	PFF – Vic
No. of First Nations Referrals	3
No. of non-First Nations Referrals	22
Total	25

Service Completion Summary

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

	PFF – Vic
Total no. of families who concluded the service	5
<ul style="list-style-type: none"> No. of families who completed the service 	4
<ul style="list-style-type: none"> No of families who withdrew during the service 	1
Service completion rate	80%

Survey Completion Rates

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

	PFF – Vic
CYP	3

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

	PFF – Vic
Caregivers	6



Safety

Safe and Secure

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

100% All caregivers who responded to the feedback survey reported some level of improvement in their family's safety, conflict, and support. One-third (33%) felt significantly safer with less conflict and more support, while two-thirds (67%) noted moderate improvement but continued to face some challenges.

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

“Given us strategies to cope with risk.”

“Helping with the children, Security screen and camera which made us feel a lot more safe and secure. Providing access recreational and community connection for my children.”

“We had just had our home attacked and PFF came in to support us. (Window, walls, doors) my family was very stressed. We thank god for Esther as she was the one who helped us with the CCTV cameras which has helped us ease the stress of being in the home.”

“The fact that we had a constant support who supported us to manage the risks. Knowing that we had someone there to reach out to made our family feel safer. The fact that it was multilayered support and it wasn't just one person. it wasn't just about X it was about the whole family and we were able to be educated on a lot of things.”*

100% All three 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.

14% of families demonstrated mild strength 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 remained unchanged from intake.

While strength ratings did not increase, the proportion of families with severe challenges decreased from 31% at intake to 0% at closure. Instead, 43% of families presented with mild challenges at closure, compared to none at intake, indicating a positive shift toward less severe family interaction concerns.

* Comment deidentified



Wellbeing



Mental Health

The proportion of caregivers with improved mental wellbeing.

50% of caregivers demonstrated good mental health at service completion, up from 17% at intake.

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

5/6 Caregivers (83%) who responded to the survey either felt supported or did not require mental health support, while 1 respondent (17%) reported unmet needs, noting their concern was primarily related to their child.

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

2 CYP felt that they could speak with their PFF worker about their feelings and their emotions either 'Always' or 'Most of the time'. One CYP reported being able to do so 'Sometimes'.



Health Protection

Reduction in harmful alcohol and drug use by caregivers.

67% Of 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).

57% 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 43% at intake.

43% 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. However, more caregivers achieved a higher strength rating at closure, whereas most had only a mild strength rating at intake.





Culture and Identity

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

100% All CYP who responded to the feedback survey reported that their PFF worker helped them feel more connected in at least one of the following areas: their cultural background, family values and beliefs, or personal interests and hobbies.

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:

- Developing relationships and connections.
- Understanding families through shared backgrounds.
- Respecting beliefs and values.
- Listening without judgment.
- Making families feel safe and supported.

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

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

100% of caregivers felt that their PFF worker either 'Always' or 'Most of the time' 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.

100% of 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.

14% 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. Despite the small proportion of families with high ratings, those with moderate challenges decreased from 71% at intake to 29% at closure, while 29% of families achieved a baseline/adequate rating, up from 0% at intake.

29% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Down from 57% at intake.

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

100% All CYP who responded to the feedback survey reported they felt listened to by their PFF worker and caregiver 'All the time'.

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

100% All CYP who responded to the feedback survey reported that their PFF 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.

43% 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. Down from 58% at intake.

100% All CYP who responded to the feedback survey reported that they were 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)

83% 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.

67% of caregivers reported that expanding their social network was not relevant to them. Of the remaining caregivers, one agreed and one disagreed that their PFF worker helped them connect with 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 either 'Very satisfied' or 'Satisfied' with the quality of service provided by their OzChild worker.

CYP

100% CYP felt that their PFF worker was 'Always' respectful towards them and their family.

100% CYP felt that the support from the PFF service was 'Extremely helpful'.

Some words from caregivers:

"I just found that the service was very helpful, they were open, available and accessible."

"The worker had amazing interpersonal skills and delivered on his promises. The goals we set were achieved. He connected anyone that needed anything done."

"We didn't have to feel as if we have to turn off who we are to present our problems and felt safe to work with the PFF team. The team supported us and made us feel respected. They were respectful about the difference we have in dealing with situations and made us feel safe."



[ozchild.org.au](https://www.ozchild.org.au)

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