



Prevention and Strengthening Families: Evidence-Based Programs

Outcomes Report

Quarter 4, 2025

1 October – 31 December, 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 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
- SafeCare - Vic

Review Period

Families who were active in the programs listed above at any point between October 1 and December 31, 2025, were considered in scope. This includes families who commenced a program prior to 1 July October 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 October to 31 December 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	
	Parent Child Interactions (PCI)/Parent Infant Interactions Assessment (PII)	SafeCare	
	Home Accident Prevention Inventory (HAPI)	SafeCare	
	Sick and Injured Child Checklist (SICC)^	SafeCare	
	Output	Number of family referrals	All programs
		Service completion data	All programs
		Youth living at home at end of service	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	

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

^There was no families completing the SICC in Q4 2025

Methodology

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 4 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.

Living Arrangements

The data report for the living arrangements of CYP at service commencement and closure is currently under review, as existing reports do not provide sufficient detail to determine individual living arrangements on a child-by-child and per-referral basis. Due to this challenge, this information is not included in this report for FFT and FFT-CW.

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.

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, Q4 2025

	FFT – NSW
No. of First Nations Referrals	4
No. of non-First Nations Referrals	22
Total	26

Service Completion Summary

Number of families concluding and completing OzChild's FFT program – Q4 2025

	FFT – NSW
Total no. of families who concluded the service	13
• No. of families who completed the service	7
• No of families who withdrew during the service	6
Service completion rate	54%

Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q4 2025.

	FFT – NSW
CYP	2

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q4 2025

	FFT – NSW
Carers	5

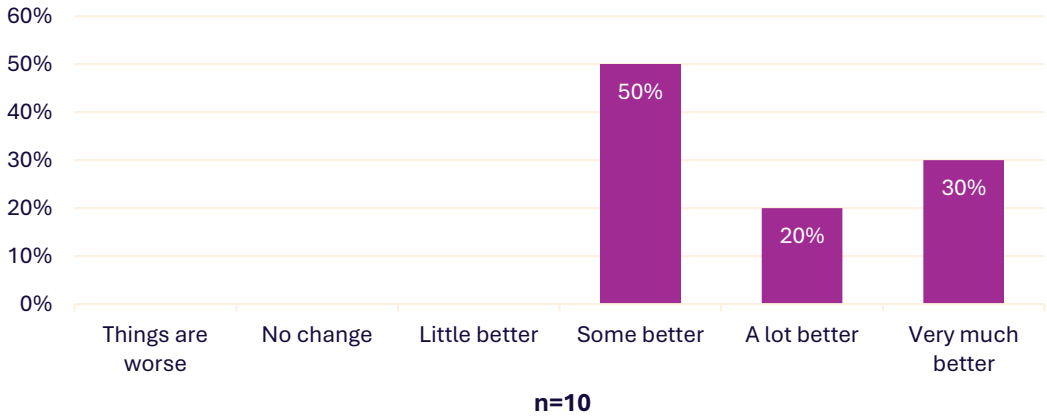


Safety

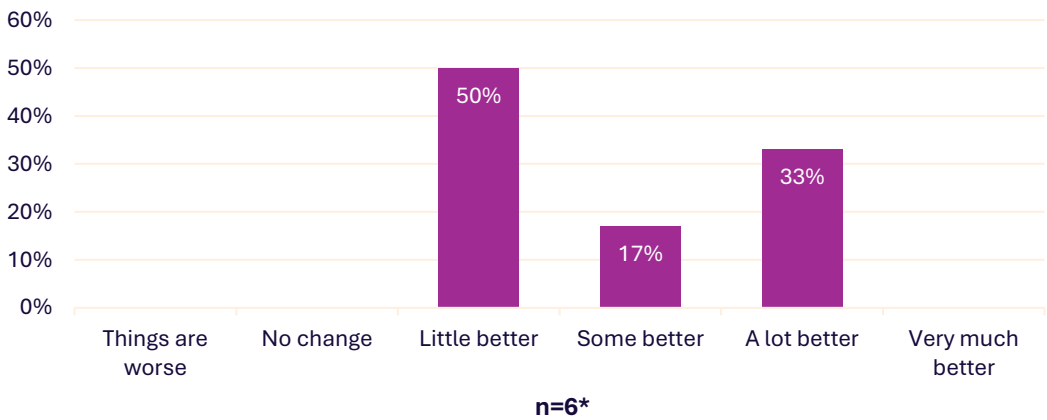
Safe and Secure

The proportion of families with improved family functioning.

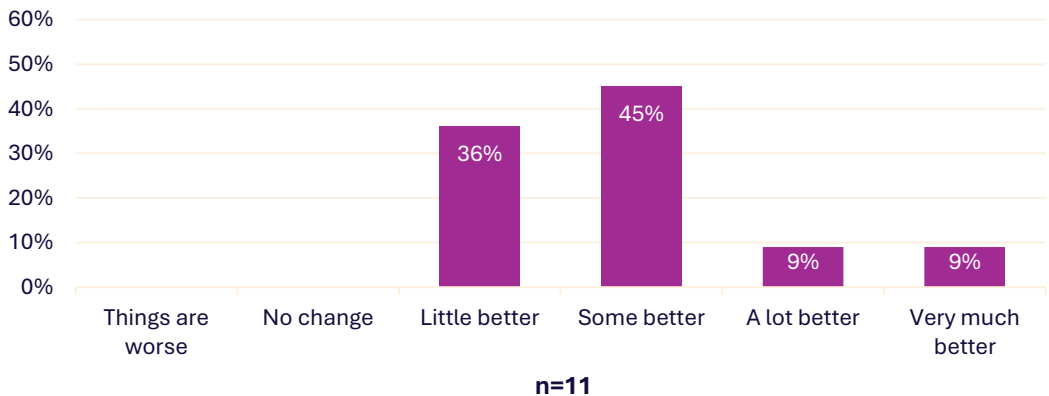
50% of caregivers who completed the service reported that their 'Family Status' was either "Very much better" or A lot better" at service completion.



33% of young people who completed the service reported that their 'Family Status' was 'A lot better' at service completion.



18% 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.

50% of carers had an improvement in their mental health.

88% of caregivers who showed improved mental health experienced statistically significant change.

50% experienced a decline, with 38% demonstrating a significant change.

31% 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 44% at intake.

The proportion of CYP with improved emotional and behavioural development.

6% of CYP who completed the service had a 'Close to average' Total Difficulties risk rating at the end of service, which unchanged since intake.

At intake 83% of CYP had a 'Very high' or 'High' risk rating; by closure, this had increased to 94%. This indicates a higher proportion of CYP were experiencing significant mental health difficulties at the end of the service.

24% of CYP who completed the service had a 'Close to average' Prosocial SDQ risk rating, an improvement from 12% at intake.

There was also improvements in the proportion of CYP with 'Very low' Prosocial ratings, decreasing to 35% at closure from 47% at intake. This indicates that fewer CYP were showing significant difficulties in prosocial behaviours by the end of the service.



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.



Learning and Education

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

92% of young people were attending school at the end of service.



Culture and Identity

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

1 of the two CYP responding to the feedback survey reported that their OzChild worker helped them feel more connected to their culture and identity, specifically their family values and beliefs. The other CYP reported that their OzChild worker did not help them feel connected to elements of their culture and identity.

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

100% of caregivers felt they had opportunities to connect with and express their culture while working with OzChild.

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

2/2 CYP responding to the feedback survey reported that their OzChild worker 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' 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.

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

2/2 CYP responding to the feedback survey reported that they felt listened to by their OzChild worker and caregiver.

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

1/2 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 reported that this happened 'Sometimes'.



Community and Support

The proportion of families with increased connection to communities.

0/2

CYP who responded to the feedback survey were involved in new activities, clubs, or making new friends since working with OzChild.

100%

of caregivers reported 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 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) shared 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.

100%

of caregivers reported 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.

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

CYP

2/2 CYP responding to the survey felt that their OzChild worker was friendly and respectful to them.

1/2 CYP felt that the support provided by OzChild was 'Very helpful', while the other CYP felt that the support was 'Sometimes helpful'.

Some words from caregivers:

"Riley is a beautiful and vibrant person that helped us embrace our family."

"Lauren Moulton was amazing, I trusted her the whole time."



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

Demographics Snapshot

Number of Family Referrals Active in OzChild's FFT-CW programs – Q4 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
No. of First Nations Referrals	25	59	6
No. of non-First Nations Referrals	0	150	25
Total	25	209	31

Service Completion Summary

Number of families concluding and completing OzChild's FFT-CW programs – Q4 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
Total no. of families who concluded the service	19	54	10
• No. of families who completed the service	19	48	9
• No of families who withdrew during the service	0	6	1
Service completion rate	100%	89%	90%

Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q4 2025.

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
CYP	0	10	19

Number of Caregivers participating in the post service P&SF Caregiver Feedback Survey, Q4 2025

	FFT-CW ACT	FFT-CW NSW	FFT-CW Vic
CYP	0	11	28

FFT-CW ACT



Safety

Safe and Secure

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

82% 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 30% at intake.

The proportion of families experiencing improved community safety.

100% of families lived in a safe and secure neighbourhood. Up from 82% at intake

The proportion of families with improved family functioning.

59% 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 6% at intake.

83% of caregivers were providing 'Consistent love, caring and support' at service completion, up from 56% at intake.

94% of CYP were close to at least one caregiver at service completion. This declined from 100% since intake.

100% of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion. Up from 94% at intake.

56% of caregivers were providing good supervision at service completion, up from 44% at intake.

50% of young people were usually following rules at service completion, up from 11% at intake.

61% of caregivers were providing appropriate rewards to their child(ren), up from 11% at intake.

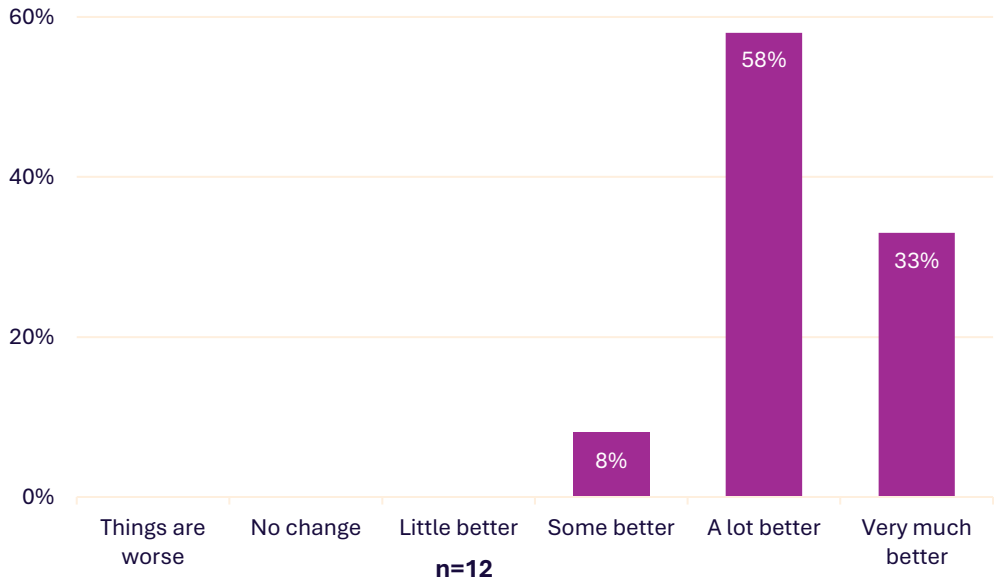
50% of caregivers were providing consistent rewards to their child(ren), up from 6% at intake.

17% of caregivers were providing appropriate consequences to their child(ren), up from 6% at intake.

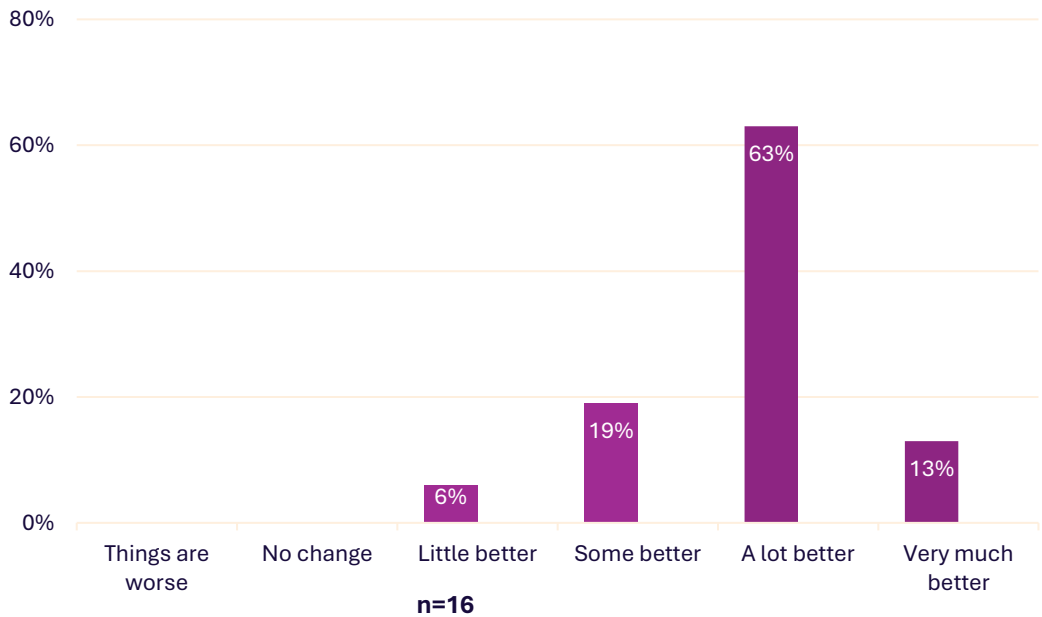
50% of caregivers were providing consistent consequences to their child(ren), up from 17% at intake.



91% of caregivers who completed the service reported that their 'Family Status' was either 'A Lot better' or 'Very much better' at service completion.



76% 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.



Please note that no young people completed a COM-Y this quarter, so their perception of their family status was not obtained.

*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.

87% of caregivers demonstrated strong mental health at service completion, up from 50% at intake.

The proportion of CYP with improved emotional and behavioural development.

53% 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 30% 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.

91% of caregivers did not use drugs/alcohol or used alcohol appropriately. Up from 73% at intake.



Learning and Education

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

89% of CYP were attending school at service conclusion.

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

76% 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 42% 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 44% at intake.



Culture and Identity

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

57% of families had high ratings for their connection to the culture in their neighbourhood and community, engagement in local issues, and engagement with cultural or ethnic groups that support child and family wellbeing. This was up from 35% at intake.

44% of families had high ratings for their participation in family centred spiritual and/or religious celebrations, connected with others who share similar beliefs and integrated their beliefs into their daily living. No change from intake.



Participation and Empowerment

The proportion of families demonstrating improved self-sufficiency.

53% 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 30% at intake.

41% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. This was up from 24% at intake.



Community and Support

The proportion of families with increased connection to communities.

65% 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 36% at intake.





Safety

Safe and Secure

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

57% 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 37% at intake.

45% 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 55% 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:

“Self regulation and communication.”

“Communication, problem solving skills.”

“Listening to each other more.”

20% of CYP responding to the survey reported that the service helped their family to get along better. 60% reported that the service helped a little, while 20% reported that ‘Things stayed the same’.

The proportion of families experiencing improved community safety.

97% of families lived in a safe and secure neighbourhood, up from 73% at intake.

The proportion of families with improved family functioning.

68% 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 31% at intake.

88% of caregivers were providing 'Consistent love, caring and support' at service completion, up from 60% at intake.

94% of CYP were close to at least one of their caregivers at service completion, up from 87% at intake.

100% of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion, this improved from 76% at intake,

79% of caregivers were providing good supervision at service completion, up from 50% at intake.

49% of young people were usually following rules at service completion, up from 20% at intake.

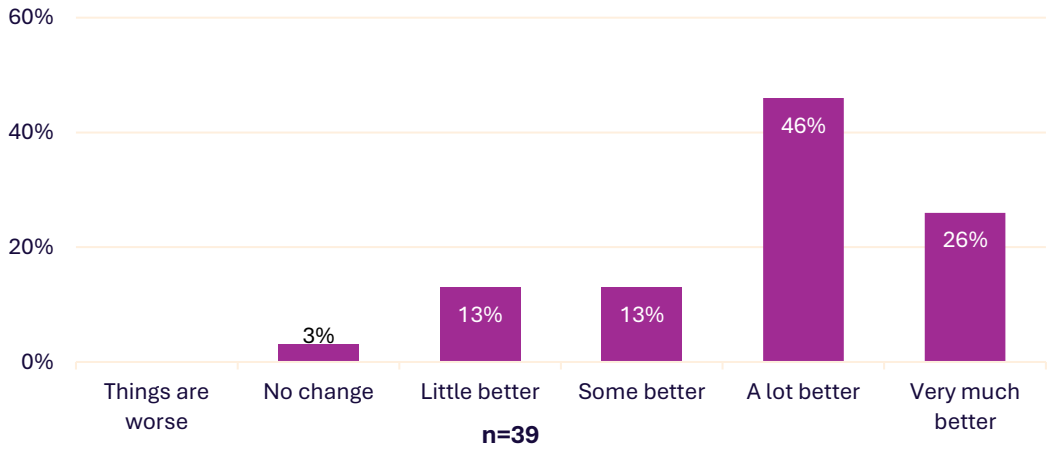
57% of caregivers were providing consistent consequences to their child(ren), up from 27% at intake.

56% of caregivers were providing appropriate consequences to their child(ren), up from 31% at intake.

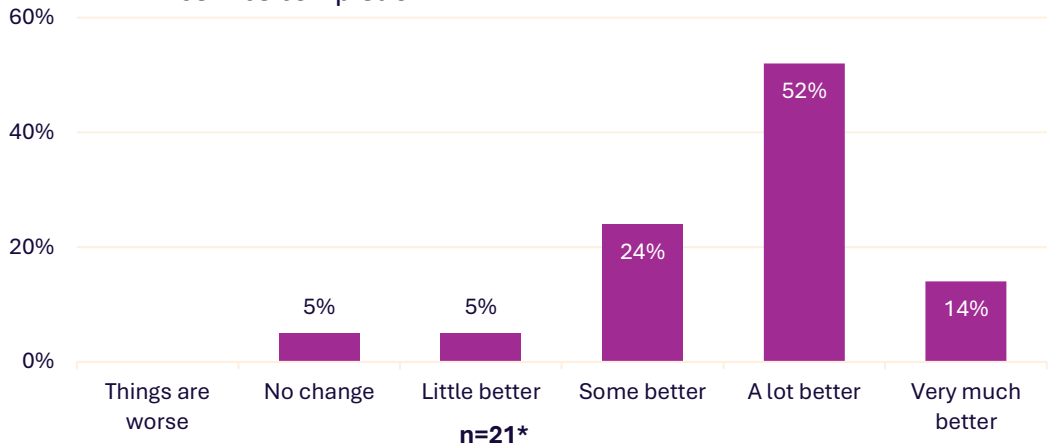
51% of caregivers were providing consistent rewards to their child(ren), up from 26% at intake.

55% of caregivers were providing appropriate rewards to their child(ren), up from 37% at intake.

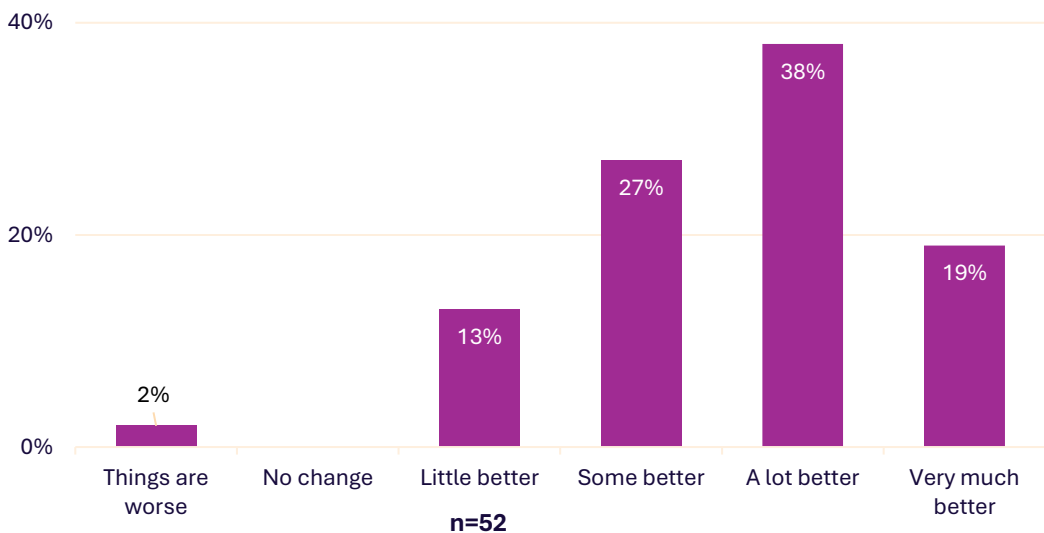
72% of caregivers who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



66% of young people who completed the service reported that their 'Family Status' was either 'Very much better' or 'A Lot Better' at service completion.



57% 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.

69% of caregivers demonstrated improved mental health at service closure.

52% of caregivers who showed improved mental health experienced statistically significant change.

10% 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 36% at intake.

57% of caregivers demonstrated good mental health at service completion, up from 36% at intake.



The proportion of CYP with improved emotional and behavioural development.

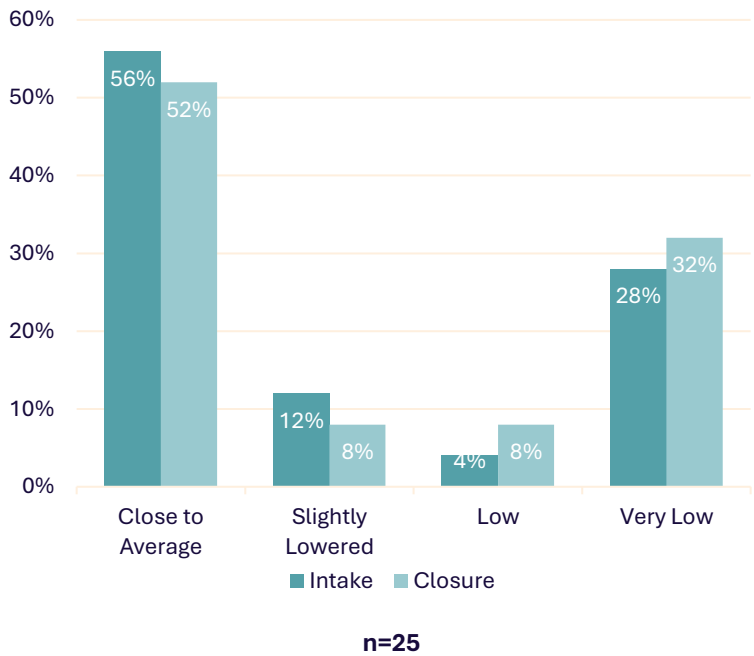
32%

of CYP had a 'Close to Average' Total Difficulties risk rating on the SDQ at the end of their placement. Up from 24% at intake.



52%

of CYP had a 'Close to Average' Prosocial risk rating on the SDQ at the end of their placement. Down from 56% at intake.



60%

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

Among families completing FFT-CW-NSW, three CYP were reported to be struggling with drug and/or alcohol use at intake.

For one CYP who was struggling with drug use, both the caregiver and therapist reported that their use did not change by closure. However, the CYP felt that things were worse.

For another CYP who was struggling with both drug and alcohol use, the caregiver reported that things were worse, while the therapist reported that use had not changed. No COM-Y was completed due to the child's age.

For the third CYP, who was also struggling with both drug and alcohol use, both the caregiver and therapist reported that drug use was a little better by closure. For alcohol use, both reported that there was no change. Again, no COM-Y was completed due to the child's age.

Reduction in harmful alcohol and drug use by caregivers.

87% of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 80% at intake.



Learning and Education

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

90% of young people were attending school at service conclusion.

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

73% 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 52% at intake.

80% of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 68% at intake.



Culture and Identity

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

90% 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, their personal interests and hobbies, friendships and relationships, their strengths and skills.

80% of caregivers felt that they either 'Always' or 'Most of the time' 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.

69% of families had high ratings for their connection to the culture in their neighbourhood and community, engagement in local issues, and engagement with cultural or ethnic groups that support child and family wellbeing. Up from 56% at intake.

73% of families had high ratings for their participation in family-centred spiritual and/or religious celebrations, connection with others who share similar beliefs and integration of their beliefs into their daily living. Up from 53% at intake.

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

100% of non-First Nations CYP reported that their OzChild worker 'Completely' or 'Mostly' recognised and respected their culture.

One First Nations CYP completed the survey, and they reported that their OzChild worker 'Not really' 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' 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.

91% of caregivers agreed that they have developed new skills that help them support their family's independence.

100% of caregivers felt confident in their ability to manage challenges that may arise within their family.

77% of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 43% at intake.

72% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 60% 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.

70% of CYP reported that they felt listened to by their caregiver.

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

90% of CYP reported that their OzChild worker noticed and told them they are good at things.



Community and Support

The proportion of families with increased connection to communities.

90% of CYP reported being involved in new activities, clubs, or making new friends since working with OzChild.

90% of caregivers 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 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.

75% of caregivers agreed that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

73% 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 46% at intake.

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.

100% of caregivers felt 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

90% of CYP felt that the support provided by OzChild was helpful.



FFT-CW - Victoria



Safety

Safe and Secure

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

67% 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 up from 25% at intake.

58% of CYP responding to the feedback survey reported that the service helped their family to get along better.

54% of caregivers reported that their family feels much safer, with less conflict and more support as a result of the service. 38% indicated that while there has been some improvement, they are still working through a few challenges.

The proportion of families experiencing improved community safety.

75% of families lived in a safe and secure neighbourhood, no change from intake.

The proportion of families with improved family functioning.

54% 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. Up from 45% at intake.

87% of caregivers were providing 'Consistent love, caring and support' at service completion, up from 43% at intake.

83% of CYP were close to at least one caregiver at service completion, up from 74% at intake.

100% of families did not experience threats/physical abuse/sexual abuse/domestic violence at program completion, this improved from 78% at intake,

74% of caregivers were providing good supervision at service completion, up from 13% at intake.

36% of young people were usually following rules at service completion, up from 9% at intake.

33% of caregivers were providing consistent consequences to their child(ren), up from 10% at intake.

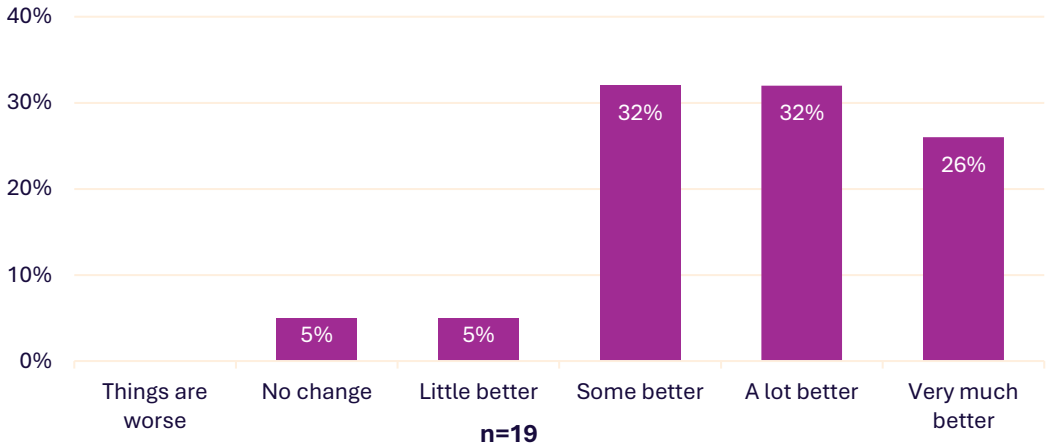
17% of caregivers were providing appropriate consequences to their child(ren), up from 14% at intake.

64% of caregivers were providing consistent rewards to their child(ren), up from 24% at intake.

67% of caregivers were providing appropriate rewards to their child(ren), up from 19% at intake.

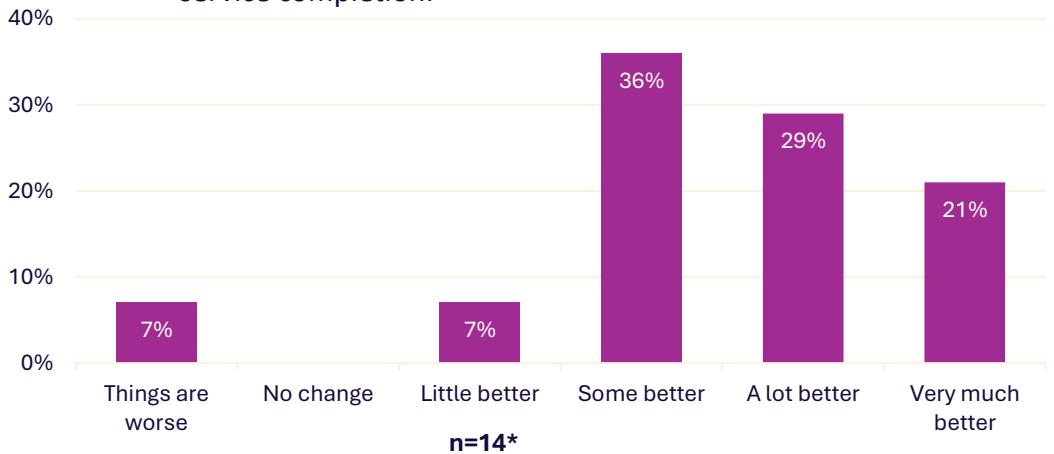
58%

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



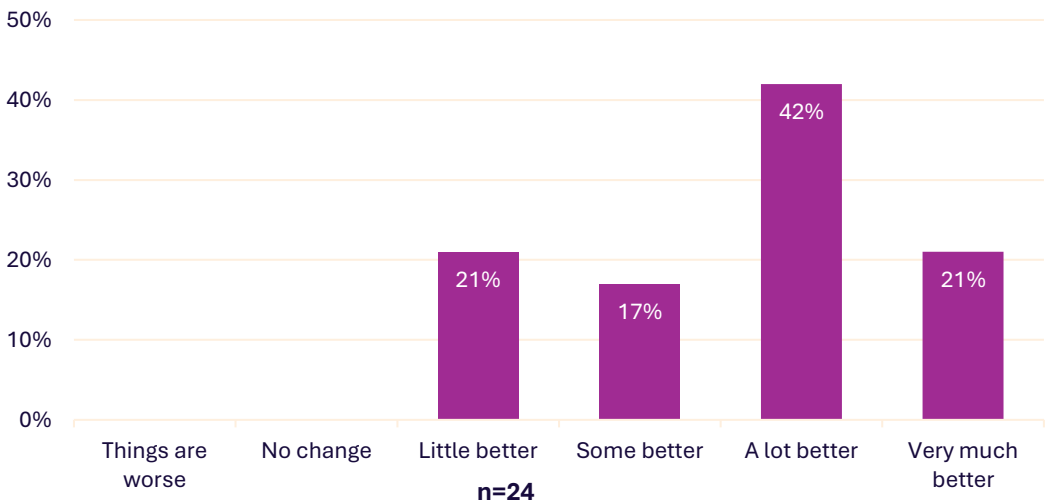
50%

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



63%

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.

64% of caregivers had an improvement in their mental health at program closure.

43% of caregivers who showed improved mental health experienced statistically significant change.

23% 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 down from 36% at intake.

44% of caregivers demonstrated good mental health at service completion. Up from 22% at intake.

The proportion of CYP with improved emotional and behavioural development.

58% of CYP were reported to have good 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. This was up from 17% at intake.



Health Protection

Reduction in harmful alcohol and drug use by young people.

Drug and Alcohol Use

Among families completing FFT-CW – Vic, two CYP were engaging in both drug and alcohol use at intake.

For one CYP, the caregiver reported that their drug and alcohol use was a lot better at program closure. Both the therapist and CYP reported that the young person's use was very much better at closure.

For the other CYP, both the caregiver and therapist reported that their drug and alcohol use was a lot better at program closure. The young person reported that their use was very much better at closure.

Reduction in harmful alcohol and drug use by caregivers.

- 1 caregiver was struggling with drug and/or alcohol use at both intake and closure. While no significant change was reported, they moved from a moderate challenge rating to a mild challenge rating, indicating some progress.



Learning and Education

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

84% of young people were attending school at service conclusion.

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

75% 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.

100% of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 75% at intake.



Culture and Identity

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

95% 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.

91% 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.

83% of families had high ratings for their connection to the culture in their neighbourhood and community, engagement in local issues, and engagement with cultural or ethnic groups that support child and family wellbeing. Up from 50% at intake.

71% of families had high ratings for their participation in family-centred spiritual and/or religious celebrations, connection with others who share similar beliefs and integration of their beliefs into their daily living. Up from 14% at intake.

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

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

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

95% of caregivers felt that their OzChild worker respected their family's culture and/or religious backgrounds.

95% of caregivers felt that their OzChild worker 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 agree that they have developed new skills that help them support their family's independence.

100% of caregivers agree that they feel confident in their ability to manage challenges that may arise within their family.

83% of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 33% from intake.

92% of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. This was up from 75% at intake.

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

95% 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'.

95% of CYP 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.

84% 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.

31% of CYP reported being involved in new activities, clubs, or making new friends since working with OzChild.

100% of caregivers agreed 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 agreed 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 agreed 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.

88% of caregivers either agreed that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

92% 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 50% at intake.

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.

100% of caregivers felt 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.

79% of CYP felt that the support provided by OzChild was helpful.

Some words from caregivers:

“Found everything great - found saying goodbye the hardest.”

“Emily was great really worked hard to help improve what was going on in the family.”

“1-3 things that are helpful about this service: 1. it gives strategies on how to regulate our emotions on either the parents or the children. 2. I love the concern to make a family improved into a more open and happy family. 3. It helps to change some of the perspectives of old parenting style to what is really the children's needs / handling pressures.”



Multisystemic Therapy (MST)

Outcomes

Demographics Snapshot

Number of Family Referrals Active in OzChild's MST program, Q4 2025

	MST – Vic
No. of First Nations Referrals	2
No. of non-First Nations Referrals	17
Total	19

Service Completion Summary

Number of families concluding and completing OzChild's MST program – Q4 2025

	MST – Vic
Total no. of families who concluded the service	7
• No. of families who completed the service	4
• No of families who withdrew during the service	3
Service completion rate	57%

Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q4 2025.

	MST – Vic
CYP	0

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q4 2025

	MST – Vic
Caregivers	0



Permanency



Care Arrangements

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

100% of young people were living at home at the end of treatment.



Safety

Safe and Secure

The proportion of families with improved family functioning.

100% of families demonstrated improved family functioning at program completion

100% of families demonstrated improved family relations at the end of treatment

The proportion of families experiencing improved community safety.

2/4 CYP reoffended during treatment. Both offences occurred before the final 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.

100% 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.

75% of young people were in school or working at the end of treatment.



Participation and Empowerment

The proportion of families demonstrating improved self-sufficiency.

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 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, Q4 2025

	MST-CAN NSW
No. of First Nations Referrals	6
No. of non-First Nations Referrals	6
Total	12

Service Completion Summary

Number of families concluding and completing OzChild's MST-CAN program – Q4 2025

	MST-CAN NSW
Total no. of families who concluded the service	4
<ul style="list-style-type: none"> No. of families who completed the service 	3
<ul style="list-style-type: none"> No of families who withdrew during the service 	1
Service completion rate	75%

Survey Completion Rates

Number of CYP over eight years old participating in the post service P&SF Feedback Survey, Q4 25.

	MST-CAN NSW
CYP	0

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q4 2025

	MST-CAN NSW
Caregivers	1



Permanency



Care Arrangements

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

3/3 All three 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.

NCFAS Overall Family Safety outcomes varied. One family maintained a mild challenge rating from intake to closure, indicating ongoing concerns related to family safety that continued to require monitoring.

One family demonstrated significant improvement, moving from a moderate challenge rating at intake to a mild strength rating at closure. This reflected increased safety within the family environment, including reduced family conflict and improved protection of children.

One family also demonstrated improvement, moving from a mild challenge rating at intake to a baseline/adequate rating at closure, indicating that family safety concerns were resolved to a level that no longer posed significant risk.

The proportion of families with improved family functioning.

NCFAS Overall Family Interaction Domain outcomes showed positive change. Two families demonstrated improvement, moving from a mild challenge rating at intake to a baseline/adequate rating at closure, indicating improved bonding, communication, mutual support, and consistency in routines and family activities.

One family demonstrated significant improvement, moving from a baseline/adequate rating at intake to a clear strength rating at closure. This reflected strong family relationships, positive communication, supportive caregiver relationships, and active engagement in routines, recreation, and play.

- 1/1** The one caregiver 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.
- 3/3** All three 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.

- 3/3** All three families lived in a safe and secure neighbourhood at closure.





Wellbeing



Mental Health

The proportion of carers with improved mental wellbeing.

Two different tools were used to assess caregiver mental health: NCFAS and MST measures.

Improvements in caregiver mental health were observed across measures. The NCFAS indicated improvements for all three caregivers at service completion, while the MST Measures indicated improvements for two caregivers.

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

1/1 The one caregiver responding to the feedback survey felt that their OzChild workers supported their mental health needs throughout the service.

The proportion of CYP with improved emotional and behavioural development.

Three different tools were used to assess CYP mental health: SDQ, NCFAS and MST measures.

One CYP had an SDQ completed by their caregiver at both intake and closure. For both the Total Difficulties and Prosocial scores, the CYP received a close to average risk rating, indicating age-appropriate emotional, behavioural, and social functioning at both intake and closure.

Additionally, improvements in mental health for all CYP were observed across both the NCFAS and MST measures.



Physical Health

The proportion of CYP with improved physical health.

3/3

CYP demonstrated good 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.



Health Protection

Reduction in harmful alcohol and drug use by caregivers.

For **NCFAS Caregiver Drug and Alcohol Use**, outcomes were mixed. One caregiver showed significant improvement, moving from a severe challenge rating at intake to a baseline/adequate rating at closure, indicating no substance use concerns and alcohol use that did not impact parenting or supervision.

One caregiver demonstrated improvement, moving from a moderate challenge rating to a mild challenge rating, indicating a reduced impact of substance use on their ability to parent and supervise their children.

For one caregiver, the change from a mild challenge at intake to a moderate challenge at closure reflects an underestimation at intake, rather than a deterioration over time, with the closure rating capturing substance use that interfered with parenting and supervision.





Learning and Education

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

3/3 All three CYP were attending school and/or working at service conclusion.

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

The **NCFAS Provision of Developmental and Enrichment Opportunities** outcomes were mixed. One caregiver demonstrated significant improvement, moving from a baseline/adequate rating at intake, to a clear strength rating at closure. This reflected active encouragement of, and involvement in, the child's developmental and enrichment opportunities.

One caregiver maintained a moderate challenge rating from intake to closure, indicating ongoing difficulties in supporting or encouraging the child's participation in developmental and enrichment activities.

For one caregiver, the change from a baseline/adequate rating at intake to a moderate challenge rating at closure, reflects an underestimation at intake, rather than a deterioration over time.

Similarly, the **NCFAS Promotes Child(ren)'s Education Subdomain**, were again mixed. Two caregivers demonstrated significant improvement, moving either from a baseline/adequate rating at intake to a clear strength rating at closure, or from a moderate challenge rating at intake to a baseline/adequate rating at closure. These changes reflected increased encouragement of the child's educational pursuits, including supporting regular school attendance, monitoring progress, and engaging with school-related activities.

For one caregiver, the shift from a baseline/adequate rating at intake to a moderate challenge rating at closure is considered an underestimation at intake rather than a deterioration over time.



Culture and Identity

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

3/3

All three families demonstrated baseline/adequate ratings for connection to neighbourhood and cultural or ethnic community from intake to closure.



Participation and Empowerment

The proportion of families demonstrating improved self-sufficiency.

1/1

The one caregiver responding to the feedback survey reported that as a result of the service, they have developed new skills that help them support their family's independence.

They also reported that they now feel confident in their ability to manage challenges that may arise within their family.

NCFAS Overall Self-Sufficiency Outcomes were positive. Two families improved from a mild challenge rating at intake to a baseline/adequate rating at closure, indicating improved functioning across key self-sufficiency areas. One family further improved from a mild strength to a clear strength rating, reflecting strong and stable self-sufficiency.

3/3

All three caregivers demonstrated improved parenting skills necessary to handle future challenges.

2/3

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.

NCFAS Overall Social and Community/Life Domain outcomes were mixed. One family maintained a mild challenge rating from intake to closure, indicating ongoing difficulties in areas such as social relationships, connection with services, or engagement with community or cultural supports.

Two families demonstrated improvement. One moved from a baseline/adequate rating at intake to a mild strength rating at closure, reflecting stronger engagement with social networks, services, or community supports and increased caregiver willingness to accept help. The other improved from a mild challenge rating at intake to a baseline/adequate rating at closure, indicating improved connection to social and community supports that no longer posed significant difficulties for family functioning.

1/1 The one caregiver responding to the feedback survey agreed that their OzChild worker(s) helped them access the necessary services from other agencies or programs (such as family counselling or parenting classes)

The proportion of families with increased access to social networks.

3/3 All three 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.

1/1 The one caregiver responding to the feedback survey disagreed that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

Overall Feedback

The caregiver responding to the survey reported that their OzChild worker was 'Always' respectful towards them and their family. They reported that their OzChild worker communicated clearly 'Most of the time'. The caregiver also reported feeling 'Very satisfied' with the quality of service provided by their OzChild worker(s).



SafeCare

Outcomes

Demographics Snapshot

Number of Family Referrals Active in OzChild's SafeCare program, Q4 2025

	SafeCare Vic
No. of First Nations Referrals	0
No. of non-First Nations Referrals	29
Total	29

Service Completion Summary

Number of families concluding and completing OzChild's SafeCare program – Q4 2025

	SafeCare Vic
Total no. of families who concluded the service	11
<ul style="list-style-type: none">No. of families who completed the service	8
<ul style="list-style-type: none">No of families who withdrew during the service	3
Service completion rate	72%

Survey Completion Rates

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q4 2025

	SafeCare Vic
Caregivers	9



Safety

Safe and Secure

Reduction in prevalence and impact of abuse and neglect of CYP

The Parent-Child Interactions (PCI) or Parent-Infant Interactions (PII) module was administered to five families.

Based on baseline and end-of-module scores, **4/5** families demonstrated improved parent-child or parent-infant interactions by the end of the module. The one family that did not show change had a lower level of change required at baseline compared to the other families.

Improved capacity of caregivers to identify and remove hazards to keep CYP safe at home

The Home Accident Prevention Inventory module was administered to three families. Based on baseline and end-of-module scores, all families reduced at least 60% of identified safety hazards in the home by closure.





Wellbeing



Culture and Identity

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

75% of caregivers felt they had opportunities to connect to and express their culture.

OzChild workers facilitated connection to culture by:

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

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

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

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



Participation and Empowerment

The proportion of families demonstrating improved self-sufficiency.

89% of caregivers agreed that they have developed new skills that help them support their family's independence.

100% of caregivers agreed they feel confident in their ability to manage challenges that may arise within their family.

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.

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

Some words from caregivers:

“Really respectful, provided a judgement-free zone.”

“I now have more insight into caregiving and understanding my baby better.”



ozchild.org.au

National Support Office

PO Box 1312
South Melbourne Vic 3205

T: (03) 9695 2200

F: (03) 9696 0507

E: hello@ozchild.org.au