



# Prevention and Strengthening Families: Family Services

## *Outcomes Report*

**Quarter 4, 2025**

**1 October – 31 December, 2025**



# Table of Contents

<a href="#">OzChild’s Prevention and Strengthening Families Outcomes Framework</a> .....	3
<a href="#">Scope of Reporting</a> .....	4
<a href="#">Methodology</a> .....	5
<a href="#">Key Considerations</a> .....	7
<a href="#">Access to Early Learning</a> .....	8
<a href="#">Family Preservation and Reunification</a> .....	13
<a href="#">Integrated Family Services</a> .....	24
<a href="#">Putting Families First</a> .....	33
<a href="#">School Focused Youth Services</a> .....	44
<a href="#">Stepping Stones to School</a> .....	49

# OzChild's Prevention and Strengthening Families Outcomes Framework



Outcomes Framework

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

# Scope of Reporting

## Programs

The Family Services in scope this quarter are as follows:

- Access to Early Learning (AEL) – Vic
- Family Preservation and Reunification (FPR) – Vic
- Integrated Family Services (IFS) – Vic
- Putting Families First (PFF) – Vic
- School Focused Youth Services (SFYS) – Vic
- Stepping Stones to School (SS2S) - Vic

## Review Period

Families who were active in the programs listed above at any point between 1 October and 31 December 2025, were considered in scope. This includes families who commenced a program prior to 1 October 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 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 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)
	Parent Empowerment and Efficacy Measure (PEEM)	SS2S
OzChild Developed Outcomes Tool	SS2S Learning Outcome Tool	SS2S
Output	Number of family referrals	All programs
	Service completion data	All programs
	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
	SS2S Caregiver Feedback Survey	SS2S

# 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.

## 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 FPR and IFS.

## 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.



# Access to Early Learning (AEL)

## *Outcomes*

## Demographics Snapshot

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

	AEL – Vic
No. of First Nations Referrals	10
No. of non-First Nations Referrals	36
Total	46

## Survey Completion Rates

Number of Caregivers participating in the post service P&SF Carer Feedback Survey, Q5 2025

	AEL – Vic
Caregivers	12





## Wellbeing

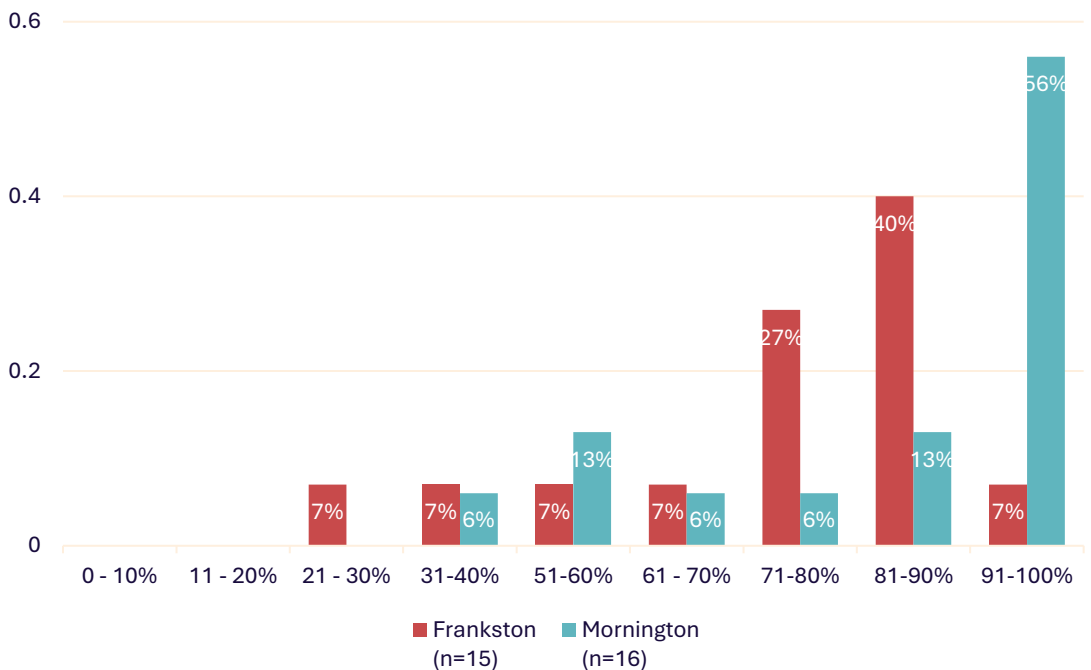


## Learning and Education

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

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

- Mornington demonstrated that more than three-quarters of children had attendance levels above 80%.
- Frankston demonstrated a broader spread across attendance levels, with attendance concentrated in the mid-to-upper ranges rather than the highest attendance band.



The proportion of children and young people ready at each point of educational transition (have the skills required to be school ready).

**100%** of children transitioned to 4-year-old kindergarten.



## Culture and Identity

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

**100%** 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 agreed that their OzChild worker respected their family's culture and/or religious backgrounds.

**67%** of caregivers agreed OzChild worker acknowledged and incorporated their family's culture in their interactions and decisions.



## Community and Support

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

**100%** 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 connection to communities.**

**75%** of caregivers 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 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:

*“Worker went above and beyond and was amazing with the kids, no suggestions to change anything.”*

*“Naomi has been amazing, gives me ideas around everyday support such as speech support that has benefited our family.”*

*“A great service. All families have unique situations, and this program is flexible enough to hold the needs of the client at the core of delivery. This has helped my Granddaughter to heal and has supported me when I have been completely exhausted.”*

*“Jo has been the absolute best in interacting with me and Alaya and I believe she should be training everyone. She has been incredible. We’ve had so many services in volved and it’s been Jo who has truly helped us.”*



# Family Preservation and Reunification (FPR)

## *Outcomes*

## Demographics Snapshot

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

	FPR – Vic
No. of First Nations Referrals	9
No. of non-First Nations Referrals	105
<b>Total</b>	<b>114</b>

## Service Completion Summary

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

	FPR – Vic
Total no. of families who concluded the service	29
• No. of families who completed the service	24
• No of families who withdrew during the service	5
<b>Service completion rate</b>	<b>83%</b>

## Survey Completion Rates

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

	FPR – Vic
CYP	4

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

	FPR – Vic
Caregivers	13



## Permanency



## Housing

The proportion of families with improved housing stability.

**69%** 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 57% at intake.





# Safety

## Safe and Secure

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

**27%** of families demonstrated high ratings in family safety, including the absence of domestic violence between caregivers, family conflict, physical or emotional abuse of children, neglect of children, and presence of weapons. Up from 13% at intake.

**3/4** CYP who responded to the feedback survey reported that the service helped their family get along better either a lot or most of the time. The fourth CYP reported that the service helped a little.

**62%** 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. 8% (1 caregiver) reported that conflict and stress has increased.

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

*“Help to manage the household and to access other services.”*

*“Implementing new strategies and routines to help with day-to-day living.”*

*“Having someone to talk to made a huge difference. Support with transport was very helpful, along with having support at court.”*

*“Nandita Paul - her consistent interaction, positive energy, supportive and non judgemental personality made it so easy to be open about my issues and concerns.”*

*“Sam's skills and communication were above and beyond, navigating my situation with encouragement, support and emotional help.”*

*“Constant check in and support New strategies of how to calm down.”*

*“extra support, financial help, being 'on' with the schools etc.”*

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

**19%** 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 12% at intake.

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

**44%** of families lived in a safe and secure neighbourhood, up from 31% at intake,





## Wellbeing



## Mental Health

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

**37%** of caregivers demonstrated good mental health at service completion, up from 25% at intake.

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

**36%** 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 0% at intake.



## Physical Health

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

**44%** 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 25% at intake.



## Health Protection

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

**86%** of caregivers did not use drugs/alcohol or used alcohol appropriately. This was up from 72% at intake.



## Learning and Education

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

**23%** of CYP who have excellent attendance at school, excellent academic records, enjoy school, and/or behave appropriately at school. Up from 0% at intake.

**Of** the 24 completing the service, three CYP had data entered in relation to their type of school enrolment. Two were enrolled in school full time, while the other was enrolled part time.

**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 20% 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 40% at intake.



## Culture and Identity

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

**3/4**

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.

**18%**

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. No change from intake.

**25%**

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. This was stable with the 26% at intake.

**100%**

of caregivers reported they 'Always' 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' as well as 'Facilitating a connection with their cultural background'.

### 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.

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

One CYP reported that OzChild 'Mostly' recognised and respected their culture. The remaining three CYP reported that this question was not applicable.



## Participation and Empowerment

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

**32%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 13% at intake.

**32%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. No change from intake.

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

**100%** of caregivers reported 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.**

**All** CYP responding to the feedback survey reported that they felt listened to by the caregiver and OzChild worker(s) 'All the time'.

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

**2/4** 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 this happened 'Sometimes'.



## Community and Support

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

**38%** 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 25% since intake.

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

**100%** of caregivers felt 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 felt that their OzChild worker(s) helped them build connections within their community (such as local family support groups or community events).

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

**100%** of caregivers felt that their OzChild worker helped them to expand their social network (such as introductions to other families with similar experiences)

## Overall Feedback

### Caregivers

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

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

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

### 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:

*"Amazing support! Thank you for all your work. it was great meeting you!"*

*"Ally & Asten helped us out immensely and were respectful and understanding. They listened and helped guide us to have a better understanding of situations. Very Supportive, they helped provide assessments and other things that I would not have been able to do myself."*

*"Emily had a great way of interacting with us and we really valued the way she worked with us as a family and helped us with our communicating with each other."*

*"We are happy with the help and services, thankyou SAM!"*

*"I can't see anyway Sam could be better. She is the most exceptional person - I can never thank her enough for all she has done for me!"*

*"Please don't change! Ozchild programs "work" . I feel very successful. This is my second program completed, you guys are FANTASTIC!"*



# Integrated Family Services (IFS)

## *Outcomes*

## Demographics Snapshot

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

	IFS – Vic
No. of First Nations Referrals	7
No. of non-First Nations Referrals	148
Total	155

## Service Completion Summary

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

	IFS – Vic
Total no. of families who concluded the service	45
<ul style="list-style-type: none"> <li>No. of families who completed the service</li> </ul>	34
<ul style="list-style-type: none"> <li>No of families who withdrew during the service</li> </ul>	11
Service completion rate	76%

## Survey Completion Rates

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

	IFS – Vic
CYP	0

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

	IFS – Vic
Caregivers	7



## Safety

### Safe and Secure

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

**25%** of families demonstrated high ratings in family safety, including the absence of domestic violence between caregivers, family conflict, physical or emotional abuse of children, neglect of children, and presence of weapons. 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. Another 43% 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 able to contact services to try and get things moving*

*“Ideas that were provided were helpful for the family..”*

*“Support overall and referral as well as advocacy and skill learning.”*

*“Support from services.”*

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

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

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

**54%** of families lived in a safe and secure neighbourhood, up from 47% at intake.



## Wellbeing



## Mental Health

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

**28%** of caregivers demonstrated good mental health at service completion, up from 25% at intake.

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

**22%** 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 3% at intake.



## Physical Health

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

**58%** 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 45% at intake.



## Health Protection

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

**82%** of caregivers did not use drugs/alcohol or used alcohol appropriately. Down from 86% at intake.



## Learning and Education

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

**24%** of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. Up from 13% at intake.

**Of** the 24 completing the service, two CYP had data entered in relation to their type of school enrolment. Both CYP were enrolled in school full time.

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

**40%** 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 16% at intake.

**56%** of caregivers supported their child(ren)'s education by ensuring school attendance, homework completion, active participation, and attending parent-teacher meetings. Up from 38% at intake.



## Culture and Identity

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

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

**26%** 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 11% at intake.

**50%** 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 44% at intake.

**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.**

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

**38%** of families received high ratings for parental capabilities, including supervision, discipline, enrichment, substance use, support for education, media oversight, and literacy. Up from 15% at intake.

**25%** of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. Up from 9% at intake.



## Community and Support

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

**32%** 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 15% at intake.

## Overall Feedback

### Caregivers

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

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

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

### Some words from caregivers:

*"Weren't able to set any goals as there were often things coming up that needed to be addressed. Felt worker was supportive and while understand that the program needs to close would have liked to have had some ongoing check ins."*

*"Nothing else to add, then thank you for the support."*

*"Thanks."*



# Putting Families First (PFF)

## *Outcomes*

## Demographics Snapshot

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

	PFF – Vic
No. of First Nations Referrals	2
No. of non-First Nations Referrals	24
Total	26

## Service Completion Summary

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

	PFF – Vic
Total no. of families who concluded the service	7
<ul style="list-style-type: none"> <li>No. of families who completed the service</li> </ul>	5
<ul style="list-style-type: none"> <li>No of families who withdrew during the service</li> </ul>	2
Service completion rate	71%

## Survey Completion Rates

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

	PFF – Vic
CYP	1

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

	PFF – Vic
Caregivers	4



## Permanency



## Housing

The proportion of families with improved housing stability.

**50%** 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 25% at intake.





## Safety

### Safe and Secure

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

**25%** of families demonstrated high ratings in family safety, including the absence of domestic violence between caregivers, family conflict, physical or emotional abuse of children, neglect of children, and presence of weapons. No change from intake.

**3/4** caregivers who responded to the feedback survey reported some level of improvement in their family's safety, conflict, and support. One caregiver felt significantly safer with less conflict and more support, while two noted moderate improvement but continued to face some challenges.

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

*“Support from the practitioner and guides on navigating services such as school, vouchers.”*

*“Support with housing and relocation. Support with education and children and support to navigate services.”*

*“Going through Tweedle\*, moving houses and spending more time with my daughter.”*

One caregiver reported that things had not changed much, and they were still facing similar challenges. This caregiver noted ongoing boundary challenges with their child, particularly around phone use and balancing independence, and plans to seek further support.

**1/1** The one 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.**

**25%** of families demonstrated 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.

\* Tweedle is a statewide Early Parenting Centre supporting families in the early years of parenting.



## Wellbeing



## Mental Health

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

0%

of caregivers demonstrated good mental health at service completion, no change from intake.

While the overall rates of good mental health did not improve, improvement was observed for one family, moving from a severe challenge rating to a moderate challenge rating by closure.

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

3/4

caregivers who responded to the survey reported needing mental health support during the program. Two agreed that their PFF worker supported their mental health needs. While one reported 'Strongly disagree'.

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

The one CYP responding to the feedback survey felt that they could 'Sometimes' speak with their PFF worker about their feelings and their emotions.

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

25%

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. No change from intake.



## Health Protection

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

**67%** of caregivers did not use drugs/alcohol or used alcohol appropriately. Down from 100% at intake.



## Learning and Education

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

**One** CYP completing PFF had data on their school enrolment available. This CYP was enrolled in school full time by closure.

**25%** of CYP had excellent attendance at school, excellent academic records, enjoy school, and/or behaviour appropriately at school. No change from intake.

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

**33%** of caregivers supported their child(ren)'s participation in activities like sports, music, and cultural outings, and were actively involved by providing transport, coaching teams, or joining advisory boards. No change since 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 67% at intake.



## Culture and Identity

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

The one CYP who responded to the feedback survey reported that their PFF worker helped them feel more connected to the following:

- Personal interests and hobbies
- Friendships and relationships
- Strengths and skills

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

**Two** caregivers felt they had opportunities to connect with and express their culture while participating in the service. One caregiver reported that they did not have these opportunities, and another indicated that this was not applicable.

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

**3/4** caregivers felt that their PFF worker either 'Always' or 'Most of the time' respected their family's culture and/or religious backgrounds.

**All** 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.**

The one 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.**

**All**

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

**All**

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

**25%**

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

Although the proportion of caregivers demonstrating strong parental capabilities was limited, there was a clear shift away from severe challenges, with these families decreasing from 50% at intake to 0% at closure. This demonstrates that while families had not yet reached strength levels, they nonetheless made meaningful improvements from their starting point.

**50%**

of families received high ratings for self-sufficiency, including caregiver employment, family income, financial management, food and nutrition, and transportation. No change from intake.

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

The one CYP who responded to the feedback survey reported feeling listened to PFF worker 'Most of the time' and by their caregiver 'Sometimes'.

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

The one CYP who responded to the feedback survey reported that their PFF worker noticed and told them they are good at things 'Most of the time'.



## Community and Support

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

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

While overall strength did not increase, there was a clear shift away from severe challenges, with these ratings dropping from 50% at intake to 0% at closure, indicating that although families did not progress into higher-level strengths, they still demonstrated meaningful improvement from their starting point

**All** caregivers (3/3) agreed that their PFF worker(s) helped them access the necessary services from other agencies or programs (such as family counselling or parenting classes). One caregiver noted this was not applicable as their program focus was conflict.

**All** caregivers who responded to this question (2/2) agreed that their PFF worker(s) helped them build connections within their community (such as local family support groups or community events). Two caregivers reported this was not applicable, one due to their focus on conflict, and the other did not specify a reason.

The one CYP who responded to the feedback survey reported that they were involved in new activities, clubs, or making new friends since participating in PFF.

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

**All** caregivers (3/3) reported their PFF worker(s) helped them expand their social network (such as introductions to other families with similar experiences). One caregiver noted this was not applicable as their program focus was conflict.

## 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 communicated clearly 'Always' or 'Most of the time'.

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

### CYP

The one CYP responding to the survey felt that their PFF worker was 'Always' respectful towards them and their family.

The one CYP responding to the survey felt that the support from the PFF service was 'Very helpful'.



# School Focused Youth Services (SFYS)

## *Outcomes*

## Snapshot

The School Focused Youth Services Program in Victoria supported primary and secondary schools across the Inner and Outer Gippsland regions to strengthen student wellbeing, engagement, and social and emotional development.

A range of targeted programs were delivered to participating schools, including:

- Mentoring
- Outreach
- Peaceful Kids Facilitator Training
- School of Play – Student Voice Leadership and Wellbeing Program
- Peaceful Kids
- Peaceful Teens
- The Man Cave Workshop





## Wellbeing



## Mental Health

The proportion of CYP with improved mental wellbeing.

Across the 2025 SFYS interventions, six schools receiving one or more interventions reported the following outcomes:

**Student Wellbeing:**

**100%** reported that student wellbeing improved for some students.

Examples of specific comments highlighting the elements of intervention that were most effective in improving wellbeing of students include:

*“Building positive connections between peers. Providing the young people with a safe and caring person to listen to them.”*

*“We received very positive feedback from families. Some students were accessing Peaceful Kids strategies at home to deal with stressful times.”*

*“Having an identified key person with a separate role to the school supports wellbeing and need identification.”*

*“Self-help strategies.”*

**Student Connection to School Wellbeing Team:**

**83%** 83 per cent reported that student connection to the school wellbeing team improved for some or all students.

Examples of specific comments highlighting the elements of intervention that were most effective in improving student connection to school wellbeing team include:

*“Wellbeing staff were able to talk to students about their interventions.”*

*“Student voice in wellbeing decisions.”*

*“Discussion with facilitator and wellbeing team to share their observations.”*

*“Referrals in both directions have strengthened the wellbeing approach.”*



## Learning and Education

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

Across the 2025 SFYS interventions, six schools receiving one or more interventions reported the following outcomes:

### Attendance:

**100%** reported that there was an improvement in attendance for some students.

Examples of specific comments highlighting the elements of interventions that were most effective in improving attendance include:

*“Strong connections and a sense of safety.”*

*“Engagement - sense of belonging and educating parents. Also having a systematic approach with intervention strategies.”*

*“Students were really eager to participate in BOTH Peaceful Kids and the School of Play. Having things to look forward to was important in terms of attendance.”*

*“Give the students something to look forward to. giving the student strategies to deal with how they are feeling.”*

*“1:1 engagement.”*

### Educational Achievement:

**83%** reported that the educational achievement of students improved for some students.

Examples of specific comments highlighting the elements of intervention that were most effective in improving educational achievement of students include:

*“The mentoring provides children with much needed 1-1 time. I have seen some children spend the whole session shooting hoops and just talking which is exactly what that young person needs. Another one of our mentees is learning much needed cooking skills. Having these extra curricula moments helps children be more engaged with their classroom learning.”*

*“Discussions around finding your calm space.”*

*“Consistent well documented approach that is evidence based.”*

*“It is impossible to isolate. By supporting wellbeing in creative ways, kids do better.”*

**Student Engagement:**

**100%** report that the intervention had a positive effect on student engagement on some or all students.

Examples of specific comments highlighting the elements of intervention that were most effective in improving student engagement include:

*“Student voice and agency.”*

*“feeling safe and heard.”*

*“Kids were extremely engaged in School of Play and the activities and games have been used again and again in classrooms.”*

*“Where attendance is improved, so is engagement.”*

*“medication and being able to recognise their emotions”*





# Stepping Stones to School (SS2S)

## *Outcomes*

## Demographics Snapshot

Number of Family Referrals Active in OzChild's SS2S program 2025

	SS2S – Vic
No. of First Nations Referrals	11
No. of non-First Nations Referrals	64
Total	75

## Service Completion Summary

Number of families concluding and completing OzChild's SS2S program – 2025

	SS2S – Vic
Total no. of families who concluded the service	87
• No. of families who completed the service	60
• No of families who withdrew during the service	17
Service completion rate	69%

## Survey Completion Rates

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

	SS2S – Vic
Caregivers	0



## Wellbeing



## Mental Health

The proportion of CYP with improved emotional and behavioural development.

**76%** of caregivers reported that their child's overall mental, emotional, and behavioural development either 'Significantly' or 'Moderately' improved since participating in the SS2S program.

Specific improvements included:

*"Improved motor skills, making more conversation, better social interaction."*

*"- Sharing roles - English language has improved - Creative skills has been improved."*

*"Concentration, ability to try new things."*

*"He is more willing to participate in activities now, rather than just saying no and shutting down."*

*"A longer attention span with activities. The ability to point to the chart or verbalise emotions more regularly."*

*"His fine motor skills have improved greatly and he is getting better with the emotional regulation and his patience."*

*"Identifying puzzle pieces and can do puzzles on their own, listens and follows tasks more, loves learning, just overall improved greatly and couldn't have done it without Shannon!"*

**74%** of CYP had high ratings for their wellbeing by program closure. This was up from 60% at intake.



## Learning and Education

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

**65%** of caregivers demonstrated high ratings for supporting their child(ren)'s learning and promoting confident and involved learning, up from 55% at intake.

**81%** of caregivers reported that they have increased the amount of time spent encouraging and supporting their child's education outside of the program (e.g., reading, singing rhymes, or listening to stories)

Of these caregivers 76% encouraged and supported their child's education outside of the program every day.

**85%** of caregivers demonstrated high ratings for supporting their child(ren)'s communication. Up from 79% at intake.

**The proportion of caregivers with improved knowledge of appropriate learning and education skills to promote learning of their child(ren).**

**92%** of caregivers reported that the SS2S program improved their understanding of effective learning and educational techniques to support their child's learning.

**The proportion of children and young people ready at each point of educational transition (have the skills required to be school ready).**

**89%** of caregivers reported feeling either 'Very' or 'Moderately' prepared for their child's transition to kindergarten or school.



## Culture and Identity

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

**67%** of CYP had high ratings for their sense of identity. This was up from 57% at intake.

**66%** of caregivers demonstrated high ratings for supporting their child(ren)'s sense of identity. Up from 53% at intake.



## Participation and Empowerment

The proportion of caregivers demonstrating improved parent efficacy and personal agency.

**3** caregivers completed the PEEM at intake and closure for the 2025 school year.

PEEM total scores demonstrate that parenting confidence and empowerment remained high at both intake and closure, with scores ranging from 167 to 181. While overall levels of confidence were maintained, scores were largely stable to slightly lower at follow-up. One caregiver's score remained unchanged (176 to 176), while two caregivers reported decreases over time (181 to 176; 179 to 167). Together, these findings suggest that caregivers entered the service with relatively strong parenting confidence, which was largely maintained through to service completion, with no overall improvement observed.

**84%** of caregivers felt that the program strengthened their confidence to discuss their child's needs with kindergarten teachers and other professionals..

**73%** of caregivers felt that their confidence reading and interacting with their child improved since participating in the SS2S program.



## Community and Support

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

**77%** of caregivers demonstrated high ratings for supporting their child(ren)'s connection to community. Up from 63% at intake.

**27%** of caregivers increased their participation in community activities such as visiting the local library, attending kinder gym, and joining playgroups.

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

**32%** of caregivers improved their ability to access to social support, such as school counselling services, school-based support groups, after school programs.



**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](mailto:hello@ozchild.org.au)