

**South West Child, Adolescent and  
Family Services**

# **organisation snapshot**

**July 2022 - June 2023**

**July**

**17**

**2023**

**(02) 9826 8077**

**[www.cafs.com.au](http://www.cafs.com.au)**

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## South West Children, Adolescent & Family Services (CAFS) snap shot FY2022 to 2023

By Darren Hamburger

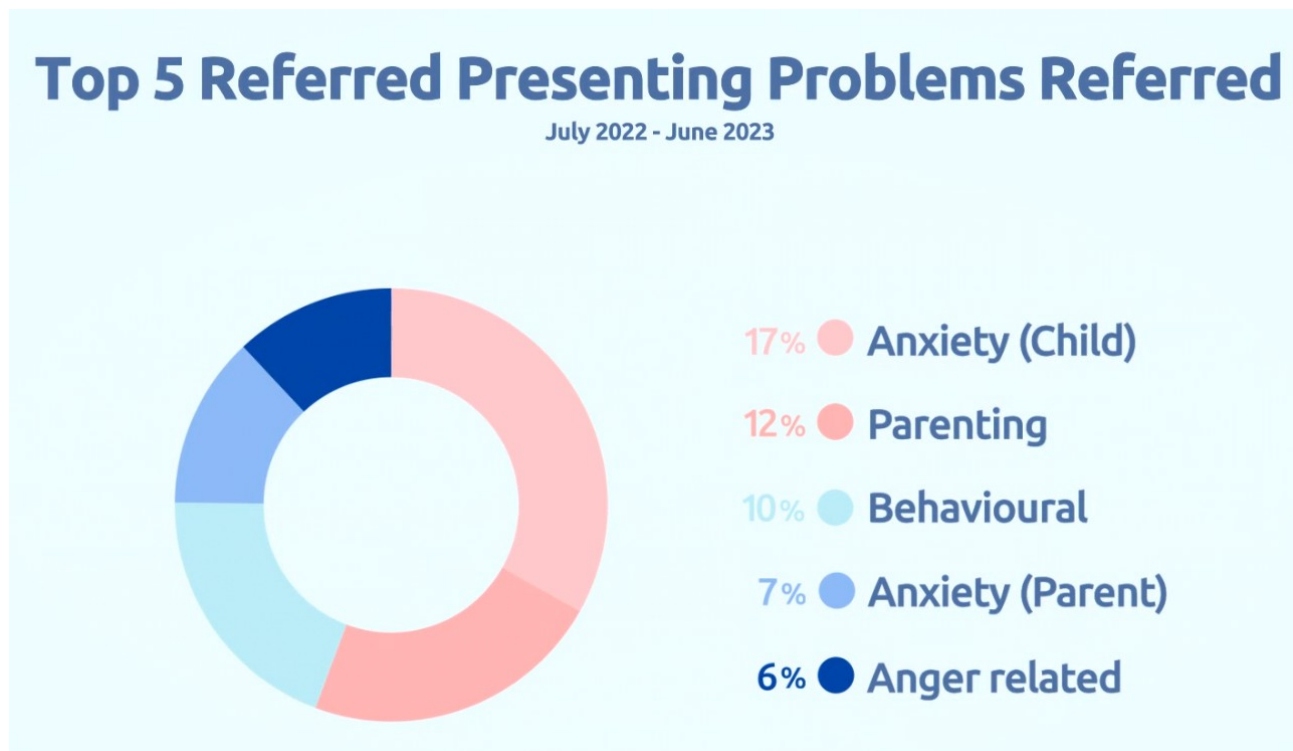
During my time working here at South West Children, Adolescent and Family Services (CAFS) various stakeholders were interested in gaining additional insight into our organisation, especially the type of presenting conditions we commonly see. With this in mind I've taken the time to review some of the more common data over the last financial year and it is with great pleasure that I share and welcome you to our first online brief organisation snapshot FY 2022 to 2023.

### What's new during July '22 to June '23 ?

The past 12 months has been a busy year for the CAFS team with many changes to enhance our ability to service clients more effectively and efficiently. We adopted a new intake referral process enabling referrals to be orderly yet efficiently assessed leading to much quicker acceptance of new cases which has been positively accepted by many. We replaced our old telephone system with a newer multi-line phone system while also updating our computers and other I.T equipment. We uploaded a new website, implemented school programs and groups and because of this and much more we have significantly increased the referrals compared to the year prior with high intake acceptance rates. At CAFS we will endeavor to continue to strive to review and improve in order to achieve our goal 'to prevent the breakdown of families'.

### Top 5 Referred Presenting Problems Referred

CAFS receives referrals for a variety of presenting conditions, the most commonly referred during July '22 to June '23 can be viewed in the info-graph below. The top 5 presenting problems frequently tend to be interconnect with each other. For example: it is not uncommon where transference of each others anxiety or environmental upsets between child and parent and vice versa may lead to family dysfunction, where children may refuse to go to school or exhibit anger related behaviors out of frustration. While parents may find themselves experiencing difficulty parenting due to negative feedback responses from their child's behaviours. When not managed, behaviours tend to escalate into more challenging behaviours leading to referral to our service.

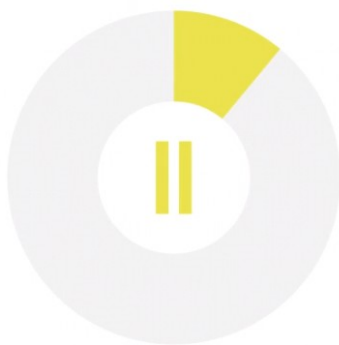


### Primary Cultural Background Referred

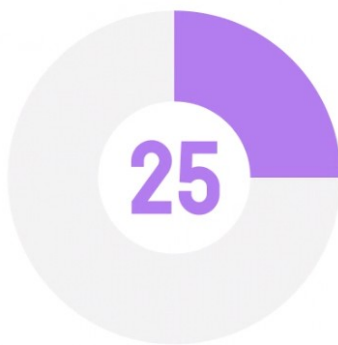
The following info-graphic regarding cultural backgrounds of persons referred to CAFS show English 64% is still the primary language used within the home environment. CAFS generally collates cultural data into three main fields, namely those who identified with being Aboriginal or Torres Strait are in one cultural group. Whereas the second group Australian / English speaking typically refer to those who have been born in Australia and / or identified with English being the primary language spoken in the home environment. The third group Culturally and Linguistically Diverse (CALD) group consists of those who have identified as being born in countries other than Australia and English is not the primary language spoken in the home environment.

## PRIMARY CULTURAL BACKGROUND REFERRED

July 2022 - June 2023



ABORIGINAL / TORRES STRAIT



NON ENGLISH SPEAKING / CALD



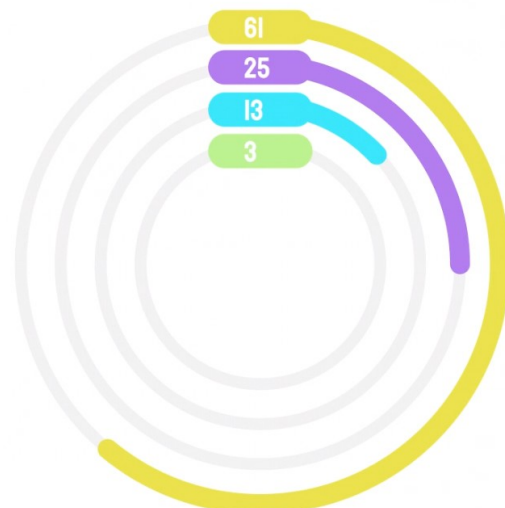
AUSTRALIAN / ENGLISH SPEAKING

### Primary LGA Clients Resided

CAFS services four Local Government Area (LGA)'s such as Liverpool, Fairfield, Campbelltown and Bankstown. As is seen in the next info-graphic both Liverpool & Fairfield are the most commonly referred LGA's during July '22 to June '23

## PRIMARY LGA CLIENTS RESIDED

July 2022 - June 2023



### Gender Referred to CAFS

The data in the next info-graph combines genders of all adults and children who have accessed CAFS. Females tended to be over represented in our data as it is likely female caregivers with female & male children typically engage with CAFS directly more so than male caregivers with children.

## GENDER REFERRED TO CAFS

July 2022 - June 2023



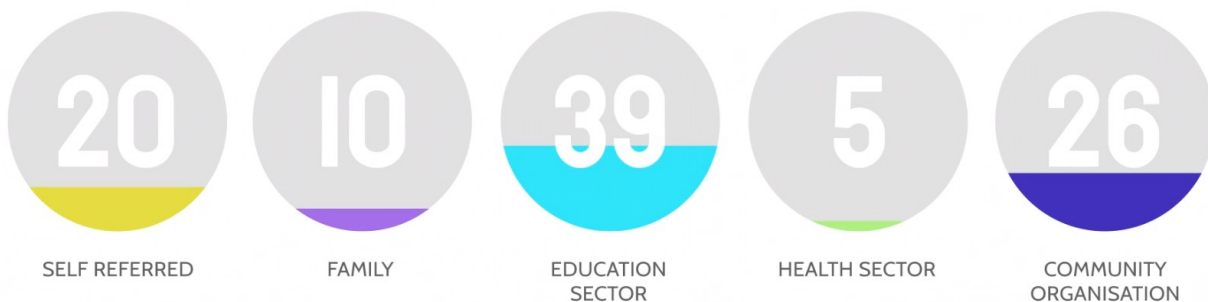
### Adjusted Primary Referral Source %

Our data show between July '22 to June '23 our three main referral sources to CAFS were via the Education Sector (39%) i.e day care centers, schools, Community Organisations (26%) or self referred (20%). One fifth of our referrals were indicated as being self referred. A self referral may occur for a number of reasons such as immediate connection with other associates, friends or family members or other services who had prior or current contact with CAFS, word of mouth, even via an internet search coming across our website [www.cafs.com.au](http://www.cafs.com.au).






CAFS's has a unique referral procedure which makes it particular easy to refer because we don't need third party support letters during the referral process i.e from other health professionals. Anyone is able to make a referral simply by going to our website and completing the referral form in full.

## ADJUSTED PRIMARY REFERRAL SOURCE %

July 2022 - June 2023



## Why do people choose CAFS?

-  Easy and efficient referral system
-  A range of Counsellors, Psychologists & Caseworkers
-  Ability to service whole family
-  Servicing a wide area
-  Longer support available than a typical mental health care plan

### *Do you have any questions?*

If you have any questions, please feel free to contact us via phone (02) 9826-8077 between the hours of 9.30am to 5pm Mon- Fri. Should you be interested in making a referral, please complete our intake form on our website: <https://www.cafs.com.au/referral.html>