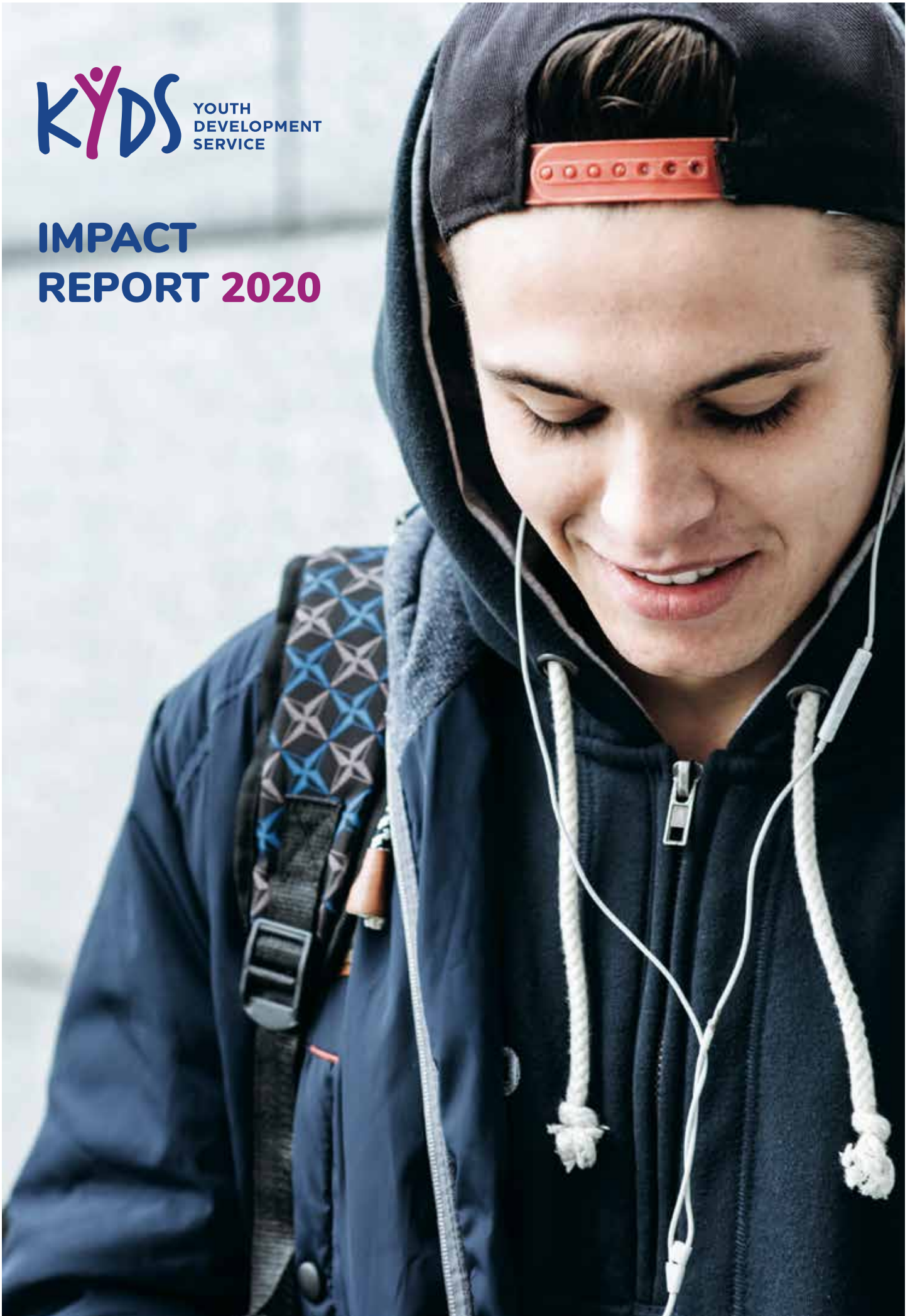




# IMPACT REPORT 2020



# EXECUTIVE SUMMARY

The inaugural 2020 KYDS Impact Report represents the culmination of 3 years work.

This Report demonstrate KYDS' commitment to transparency and reflects our determination to use the data to improve the outcomes we are achieving for those who use our service. Analysis of the data shows that the impact KYDS is having on the lives of some of the most vulnerable young people in our community is significant. Furthermore, it demonstrates the efficacy of the KYDS model – free, confidential and local counselling support for young people when they need it, for as long as they want it, in a way that works for them.

- One of the striking features of the data is the increase in referrals KYDS has received (up 15% from 2019), as well as the increase in young people and families we have been able to help. Through improved efficiencies and increases in funding in 2019/20 and again in 2020/21, KYDS has been able to provide 63% more individual and family sessions in 2020 compared to the year before, while supporting nearly 400 families. Data collected since the beginning of 2021 shows that demand for our service continues to grow.
- Eighty-one percent of KYDS' clients improved as a direct result of the counselling support they received, compared to 19% of young people who do not access counselling support. In a global comparison of other services treating young people, KYDS is also more effective than many of those services (Feedback Informed Treatment Outcomes).
- Nearly 45% of young people presented to KYDS with mental health symptoms that were having a significant impact on their ability to function. Young people who were in the

subclinical/clinical range for symptoms of mental health showed significant reductions in those symptoms across the course of treatment, specifically for depression and anxiety. Furthermore, all young people reported a reduction in symptoms of psychological distress (Revised Anxiety and Depression Scale).

- Over 90% of young people and families rated KYDS as being either 'Excellent' or 'Very Good' on the following ratings: their overall experience of KYDS, the effect of the service on their overall well-being in supporting them to manage their day-to-day life and on their hopefulness for the future (Your Experience of Service Questionnaire).

While we are pleased with the quality of data, we also recognise that our outcome data will be further enhanced by building on the amount of data we collect at the conclusion of treatment. We look forward to presenting even more robust data in our 2021 Impact Report.

In addition to improving our own ways of working, we hope that this report will contribute to a broader understanding of the future direction of mental health services for children, young people and families in northern Sydney and beyond.

We dedicate this report to the children and young people who have lived experience of mental health difficulties and the families and networks who are doing all they can to provide support.



# CONTENTS

**02** Executive Summary

**04** Summary of outcomes

**06** Who Are KYDS Clients?

**08** Has Demand for KYDS Counselling and Mental Health Support Increased?

**14** What Outcomes are being achieved at KYDS?

**18** Who has this impacted the most?





# SUMMARY OF OUTCOMES

The data demonstrates that KYDS has effectively worked with children and young people in the mild, moderate and clinical range of mental health difficulties. The data that we have collected is based on 333 clients, aged 8 – 19. The statistical analysis indicates that we are achieving positive outcomes for our clients, as measured through:

## Feedback Informed Treatment (FIT) Outcomes

- FIT Outcomes provide brief, valid and reliable measures for tracking client functioning and the quality of the therapeutic alliance, through two measures: The Outcomes Rating Scale (ORS) and the Session Rating Scale (SRS).
- The ORS is completed by the client at the start of each appointment and measures individual, interpersonal, and social well-being.
- The SRS is completed by the client at the end of the session and measures the therapeutic relationship and practitioner approach.
- The FIT system then aggregates data across episodes of care, providing clinicians and agencies with an overall measure of effectiveness, and allowing comparisons of outcomes of specific programs and services.

### **FIT Outcomes at KYDS**

- Analysis of within-session measures demonstrates that KYDS performs better than other services working with similar age groups of young people and that, compared to 81% of young people who have no counselling, KYDS' clients are likely to experience a significant improvement in their overall well-being, as well as individually, interpersonally and socially.

### **RCADS (Revised Child Anxiety and Depression Scale)**

- The RCADS is a 47-item, self-report scale with six subscales: Separation Anxiety Disorder, Social Phobia, Generalised Anxiety Disorder, Panic Disorder, Obsessive Compulsive Disorder, and Depression. It also yields a Total Anxiety score (sum of the 5 anxiety subscales) and a Total Anxiety and Depression score (sum of all 6 subscales).
- Higher RCADS scores indicate increased symptom severity. A score that is 70+ meets the 'clinical' threshold based on the questions endorsed by the client, a score of 65-70 is referred to as 'sub-clinical'. A score below 65 is deemed 'non-clinical'.
- Research has shown that young people who score in the clinical/sub-clinical range and who do not access appropriate mental health support have equally poor outcomes in the long-term.
- 45% of young people who access our service are in the clinical/subclinical range, meaning that KYDS is providing an important service to those in significant distress.
- 55% of young people are in the non-clinical range, meaning that KYDS is stepping in

and supporting at the early intervention phase, before problems become entrenched. Research has shown that early intervention significantly reduces the likelihood that young people will experience more severe mental health difficulties in the future.

### **RCADS (Revised Child Anxiety and Depression Scale) Outcomes at KYDS**

- Pre- and during treatment RCADS scores typically show significant reductions in symptoms of anxiety and depression for those in the sub-clinical/clinical range.
- Whilst still early in the cycle of collecting post-treatment data, analysis demonstrates that the majority of young people meet the definition for recovery.
- Recovery is similar across gender and culturally and linguistically diverse backgrounds, with no notable differences.

### **Your Experience of Service (YES) Questionnaire**

- The YES Questionnaire gathers information from young people and families about their experiences of services. It aims to help mental health services and consumers work together to build better services. The questionnaire is completed anonymously.

### **YES Questionnaire Outcomes at KYDS**

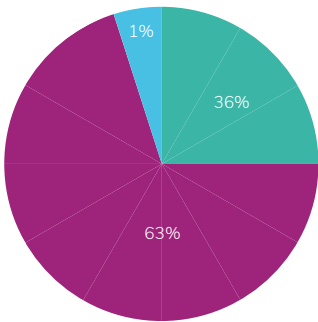
- Over 90% of young people and families who accessed our service rated KYDS as being either 'Excellent' or 'Very Good' on the following ratings: their overall experience of KYDS, the effect of the service on their overall well-being in supporting them to manage their day-to-day life and on their hopefulness for the future.



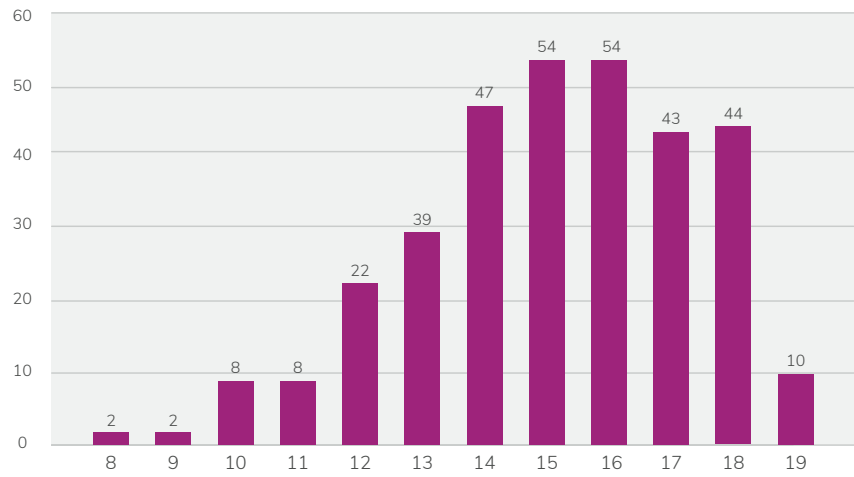
# WHO ARE KYDS CLIENTS?

## GENDER

- Male
- Female
- Non-Binary

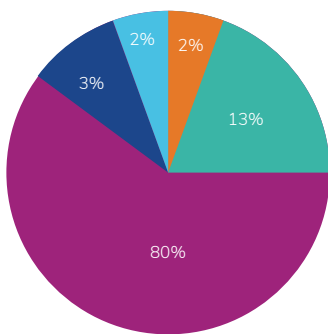


## AGE

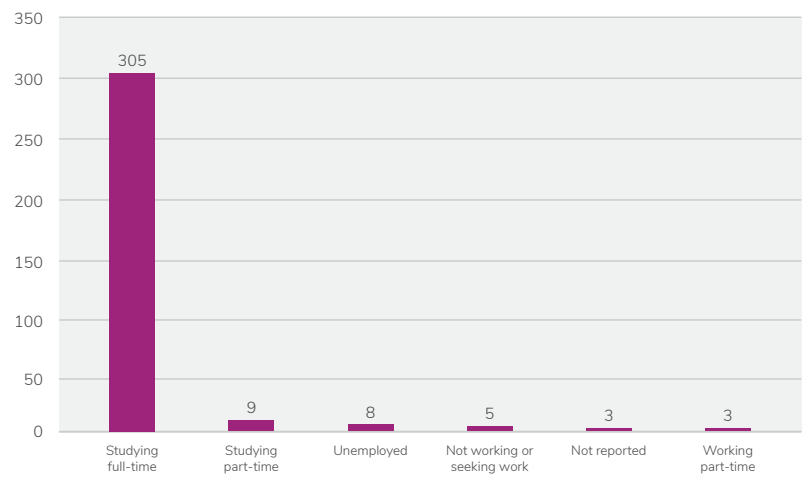


## COUNTRY OF BIRTH

- Australia
- England
- China
- Other
- Missing



## EMPLOYMENT STATUS



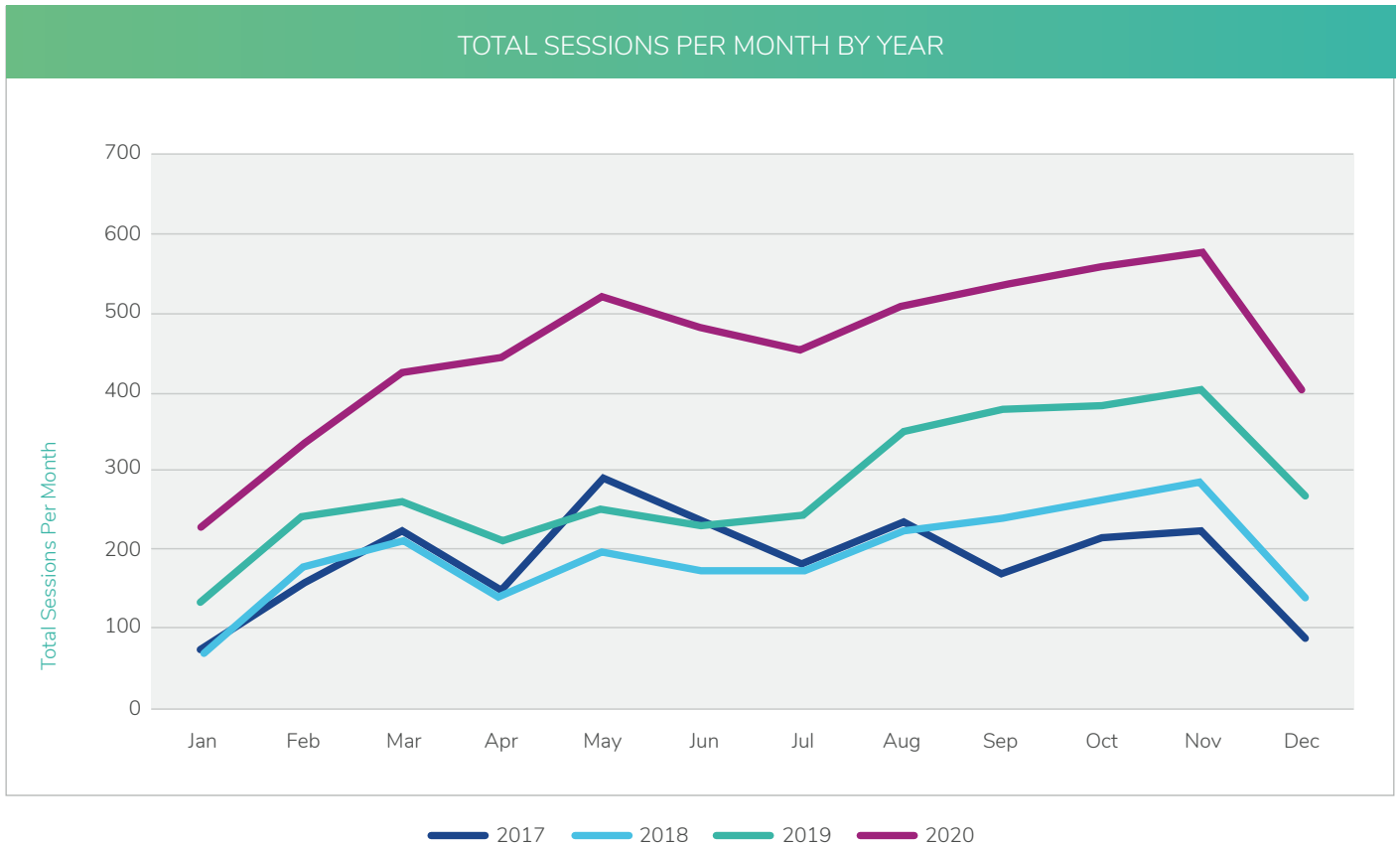




# Has Demand for KYDS Counselling and Mental Health Support Increased?



# Demand for KYDS counselling services shows consistent growth



Month on month, the number of sessions builds through the year, with October and November being the consistently highest months.

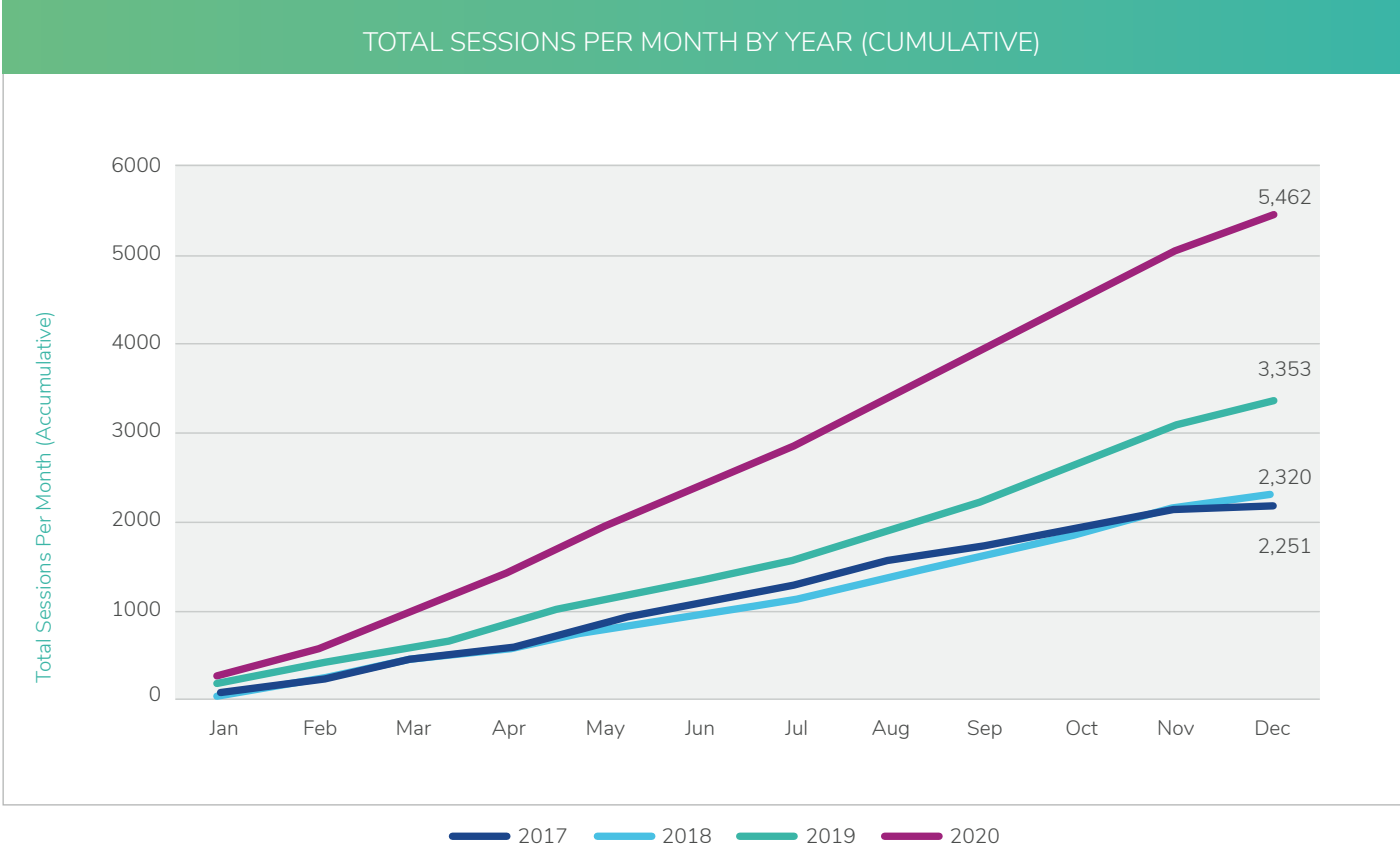
Session numbers then drop over the summer holidays, before building again.

There has been consistent growth year on year, with 2020 recording the highest numbers of sessions in the history KYDS.

This growth reflects:

- increased short term funding for KYDS in 2019 and 2020 that allowed an increase in sessions to meet demand
- increased referrals from CYMHS and other health and community providers
- increased word of mouth referrals
- consistently positive outcomes for our clients; and
- improved efficiency through updating of clinical processes.

# 2020 has seen the strongest rise in cases, building on the growth seen in 2019



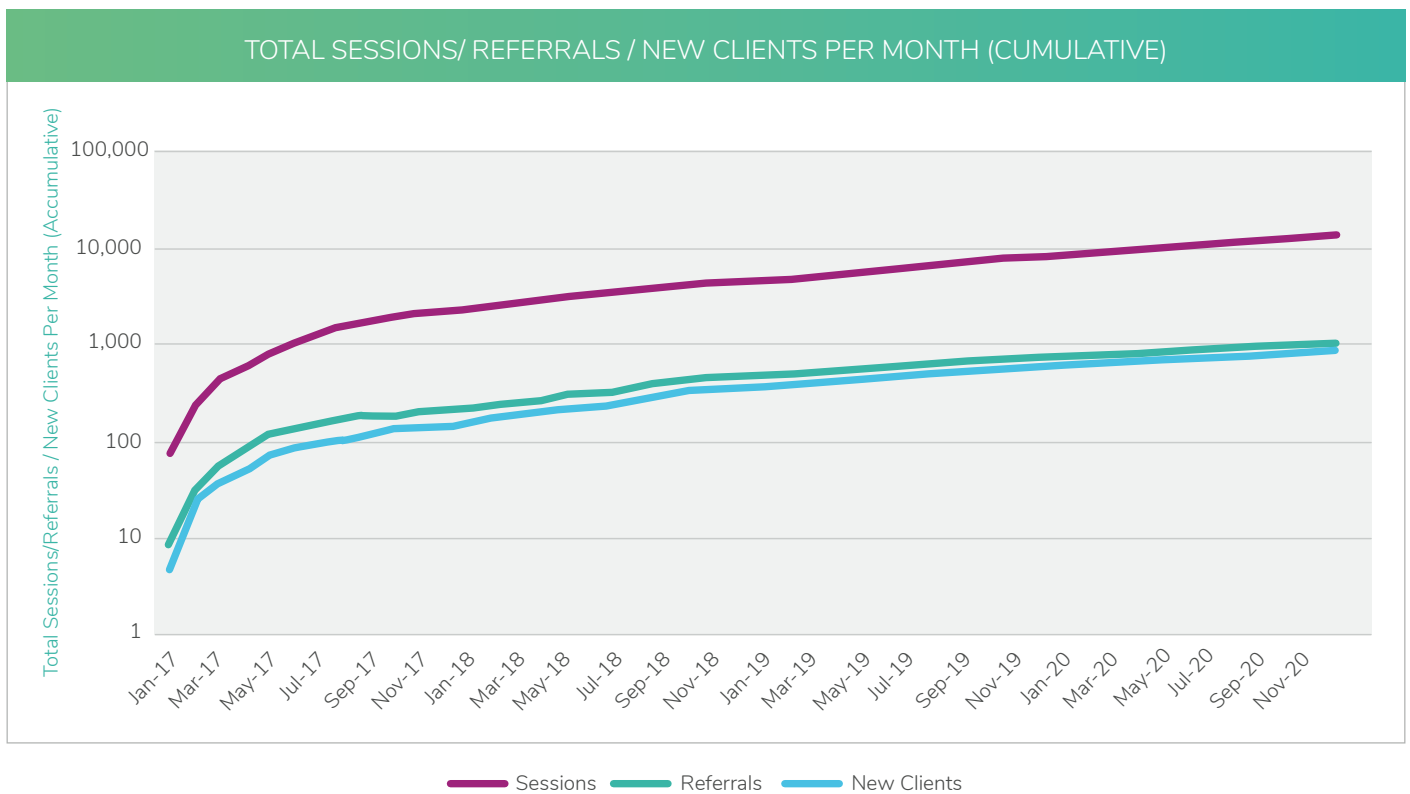
2017 and 2018 had similar levels of total sessions, over 2,200.

Session numbers jumped over 50% in 2019 to 3,353.

In 2020, session numbers continued to rise. Session numbers increased by 63% on 2019, reaching 5,462 for the 2020 calendar year.

By August 2020, the number of sessions conducted had overtaken the 2019 yearly total.

# Consistent growth in referrals and new clients, shows that rise in sessions is driven by referrals and new KYDS clients



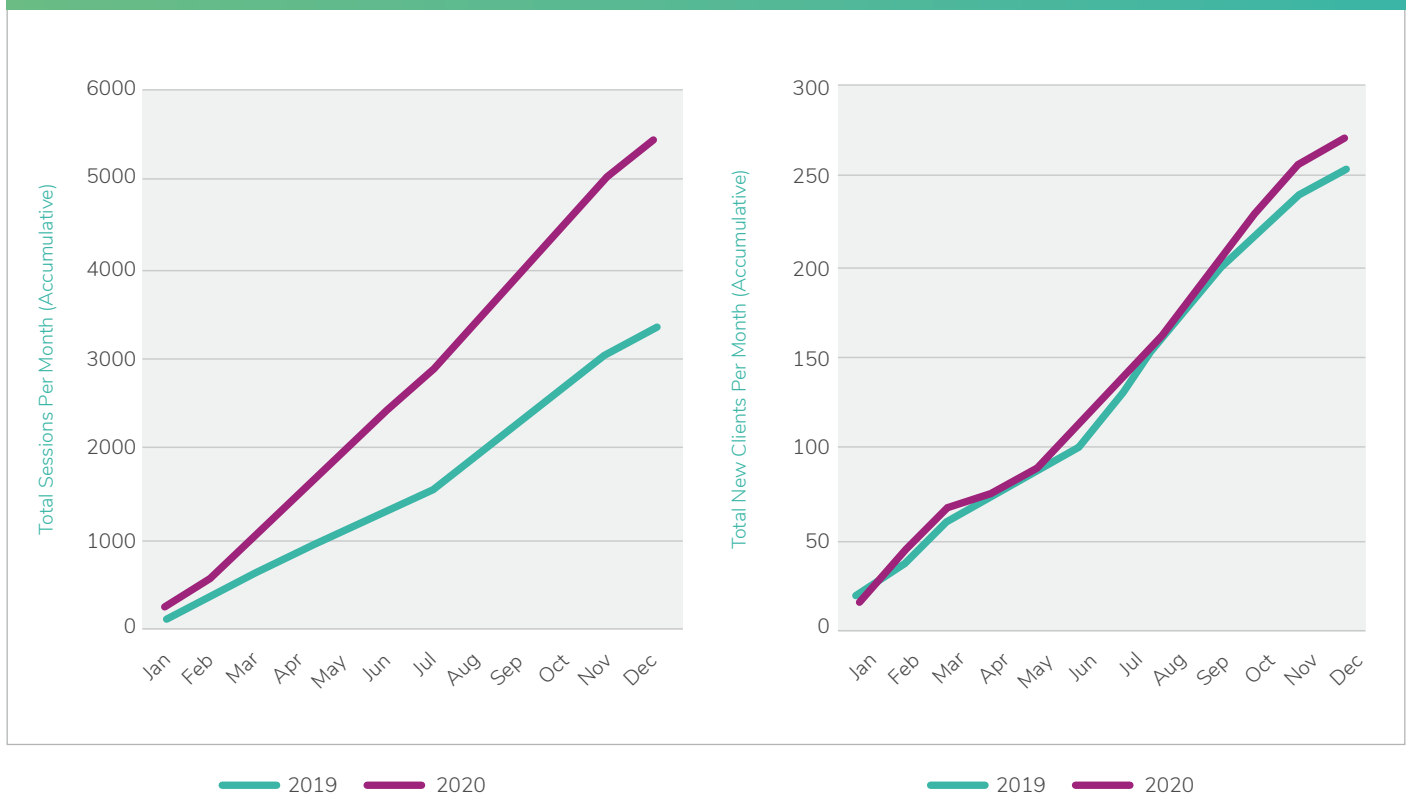
The rise in total sessions across the last three and a half years is matched with a rise in referrals and new clients.

These figures demonstrate the growing need for mental health support for young people and how KYDS is working to support this need. KYDS does not have active advertising and these growing referrals

confirm that word-of-mouth and positive success stories about KYDS are helping to generate referrals and attract new clients to KYDS. In addition, other services view KYDS as a reliable referral source for counselling support, including schools, CYMHS, DCJ, Headspace, reflected in the growing number of referrals we receive from these agencies.

## 2020 has seen an increase in sessions versus 2019, but a similar level of new clients coming to KYDS

TOTAL SESSIONS vs NEW CLIENTS PER MONTH (ACCUMULATIVE)



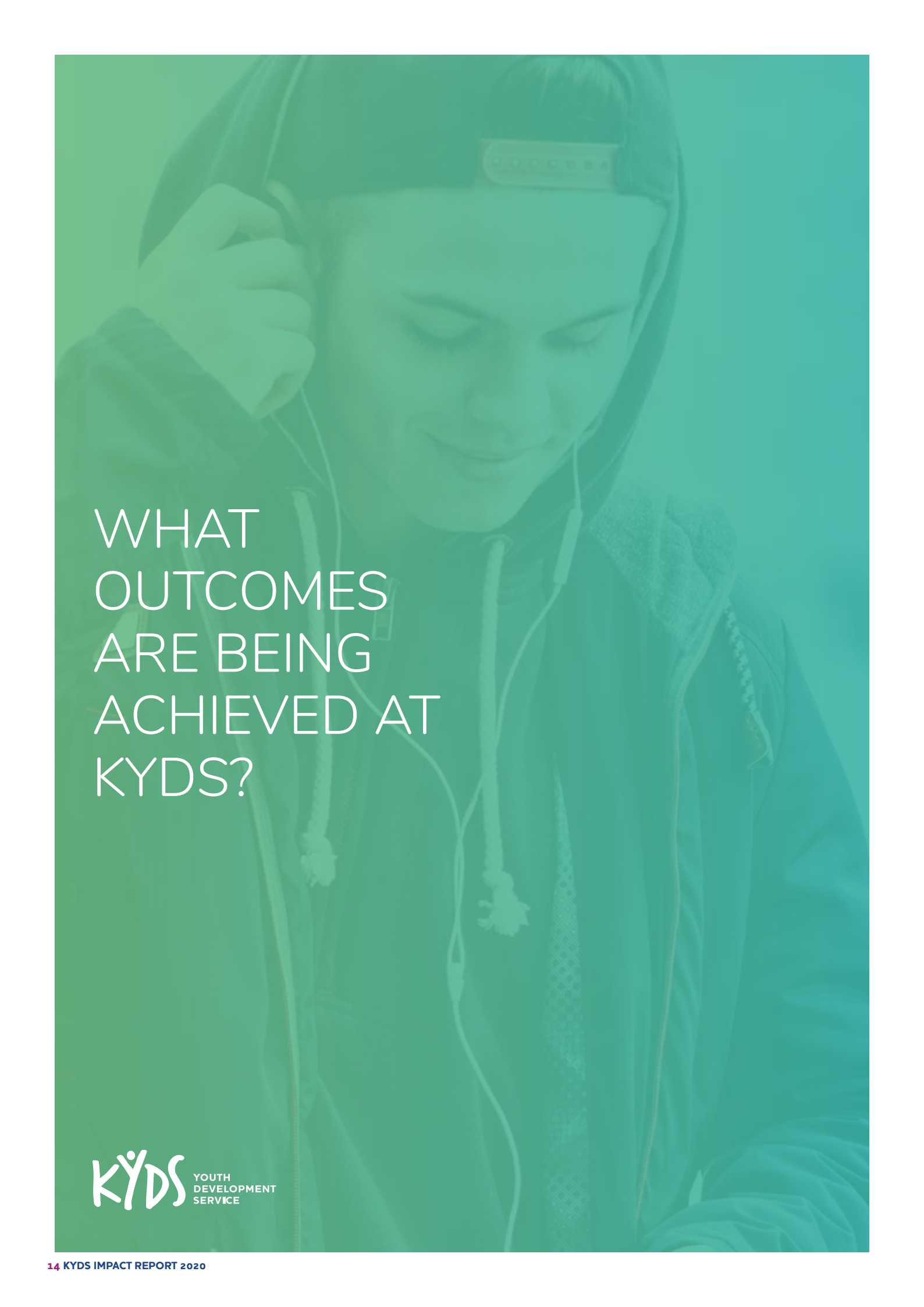
The number of sessions conducted by KYDS has grown much more quickly in 2020 than in 2019. However, there has been a similar level of new clients coming to KYDS. This suggests that existing KYDS clients are returning to KYDS and continuing to use the service in a repeated pattern as needed.

The use of the FIT Session Rating Scale (SRS) might be helping to identify and reduce clients 'dropping out' of the service, indicating better engagement in counselling over time.

Furthermore, KYDS is free and has no limit on the number of sessions that young people can access. The benefit of this model is that young people can continue to access support until they have made improvements and been able to sustain those improvements. Additionally, young people are empowered to make the decision when to end counselling support on their own terms, rather than because they have no further access to sessions through mental health care plans or because they cannot afford to continue to access support.



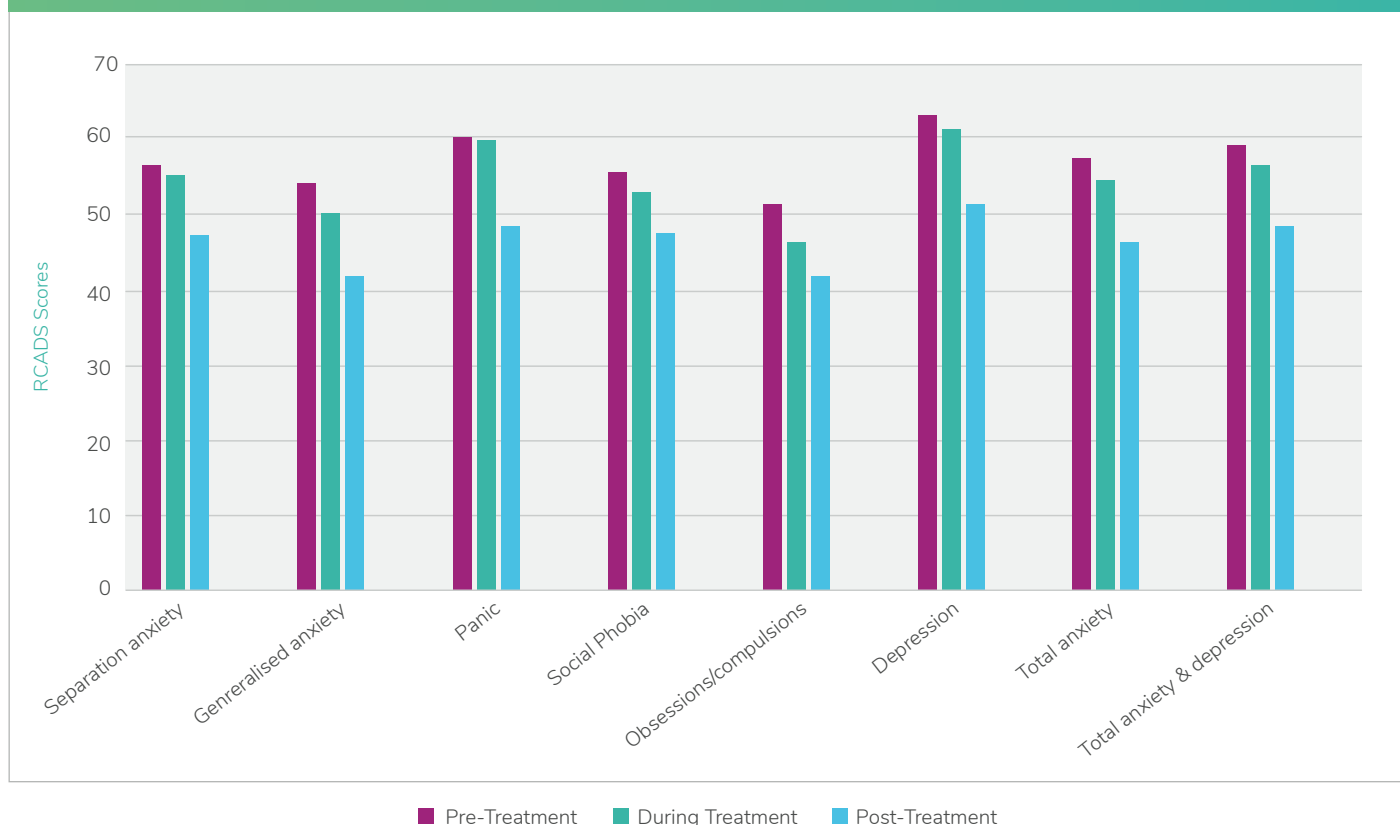




# WHAT OUTCOMES ARE BEING ACHIEVED AT KYDS?

## All RCADS scores improve as sessions with KYDS continue

AVERAGE RCADS SCORES PRE, DURING AND POST-TREATMENT



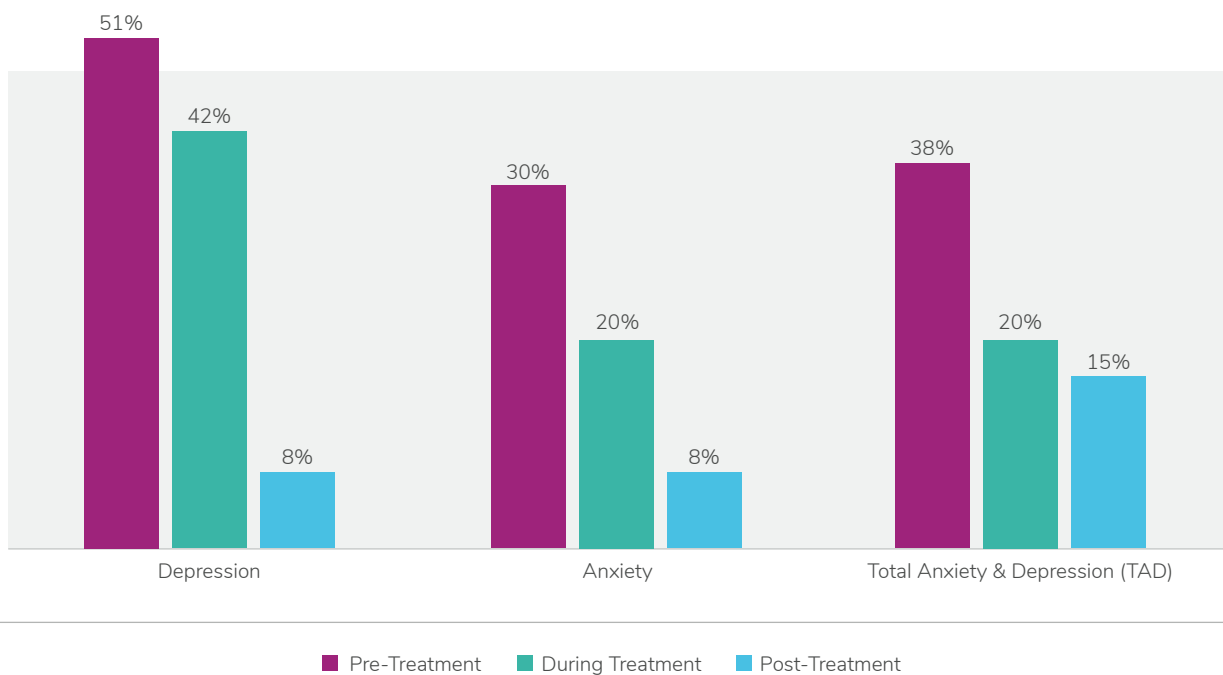
The average self-reported RCADS scores have reduced across all scales from pre- to during treatment, and again from during to post-treatment.

We can now look at how these changes in RCADS scores change from pre- to post-treatment to understand the impact of KYDS upon different demographics.

Scores above 70 are in the clinical range and scores from 65 to 70 are in the subclinical range. This data confirms that, on average, clients are presenting to KYDS before experiencing symptoms that would put them at clinical/subclinical levels of distress. This is important because the research shows that the earlier children and young people access appropriate support the less input they require in the long-term.

# There is a clear drop in symptoms of anxiety and depression as clients progress through sessions with KYDS

PERCENTAGE OF CLIENTS EXPERIENCING CLINICAL/SUBCLINICAL SYMPTOMS OF DEPRESSION AND ANXIETY, PRE, DURING AND POST-TREATMENT



The percentage of clients experiencing clinical or subclinical levels of depression, total anxiety and TAD have all reduced in clients from pre-session levels.

TAD has seen the greatest improvement from pre-treatment to during treatment, with an 18% reduction in clients experiencing clinical or

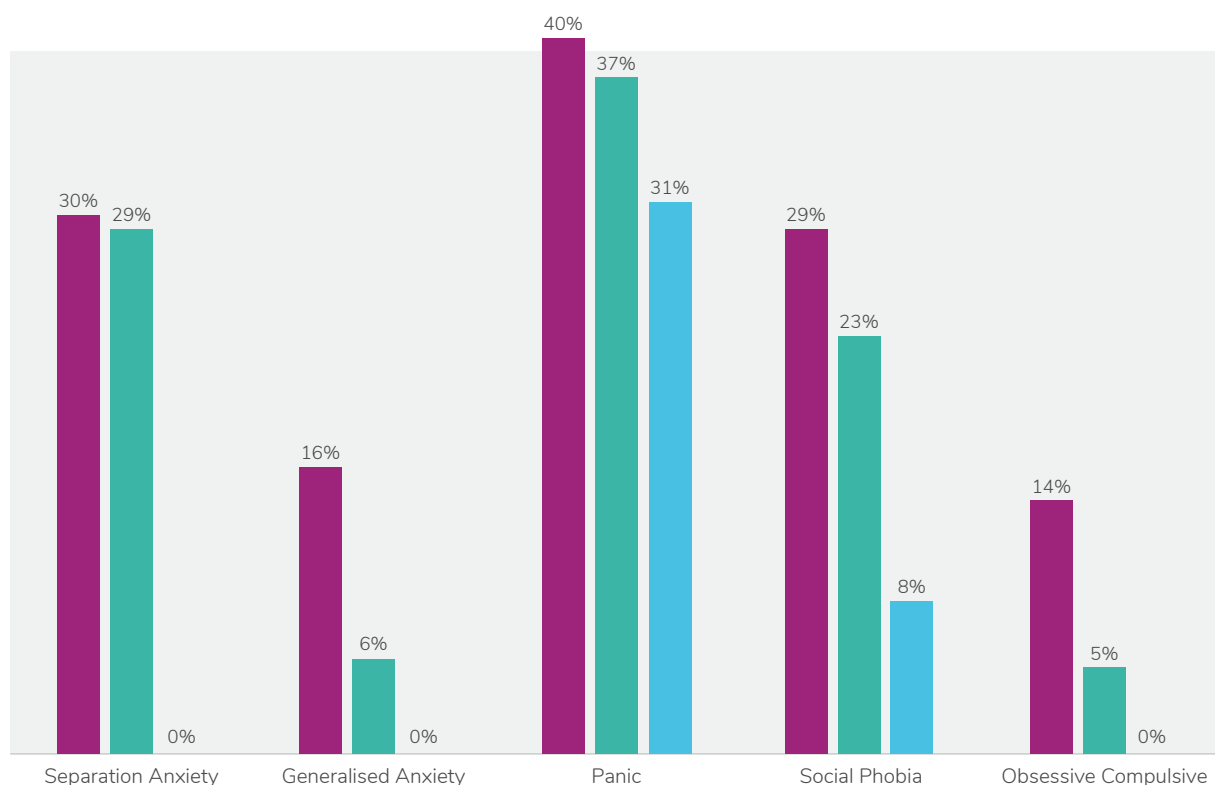
subclinical symptoms, and a further 5% reduction from during to post-treatment.

Depression and total anxiety have both seen notable improvements, with only 8% of clients reporting clinical or subclinical levels of depression or anxiety after completing treatment.



# Across subcategories of anxiety and depression, all show improvement as clients take on KYDS sessions

PERCENTAGE OF CLIENTS EXPERIENCING CLINICAL/SUBCLINICAL SYMPTOMS ON SUBCATEGORY SCALES, PRE, DURING AND POST-TREATMENT



■ Pre-Treatment ■ During Treatment ■ Post-Treatment

The subcategories of reported anxiety in the RCADS also reveal improvements in the proportion of clients experiencing clinical or subclinical symptoms after clients have begun treatment.

Most clients who initially presented in the clinical or subclinical range and who subsequently completed treatment reported symptoms that placed them in the non-clinical range on the RCADS.

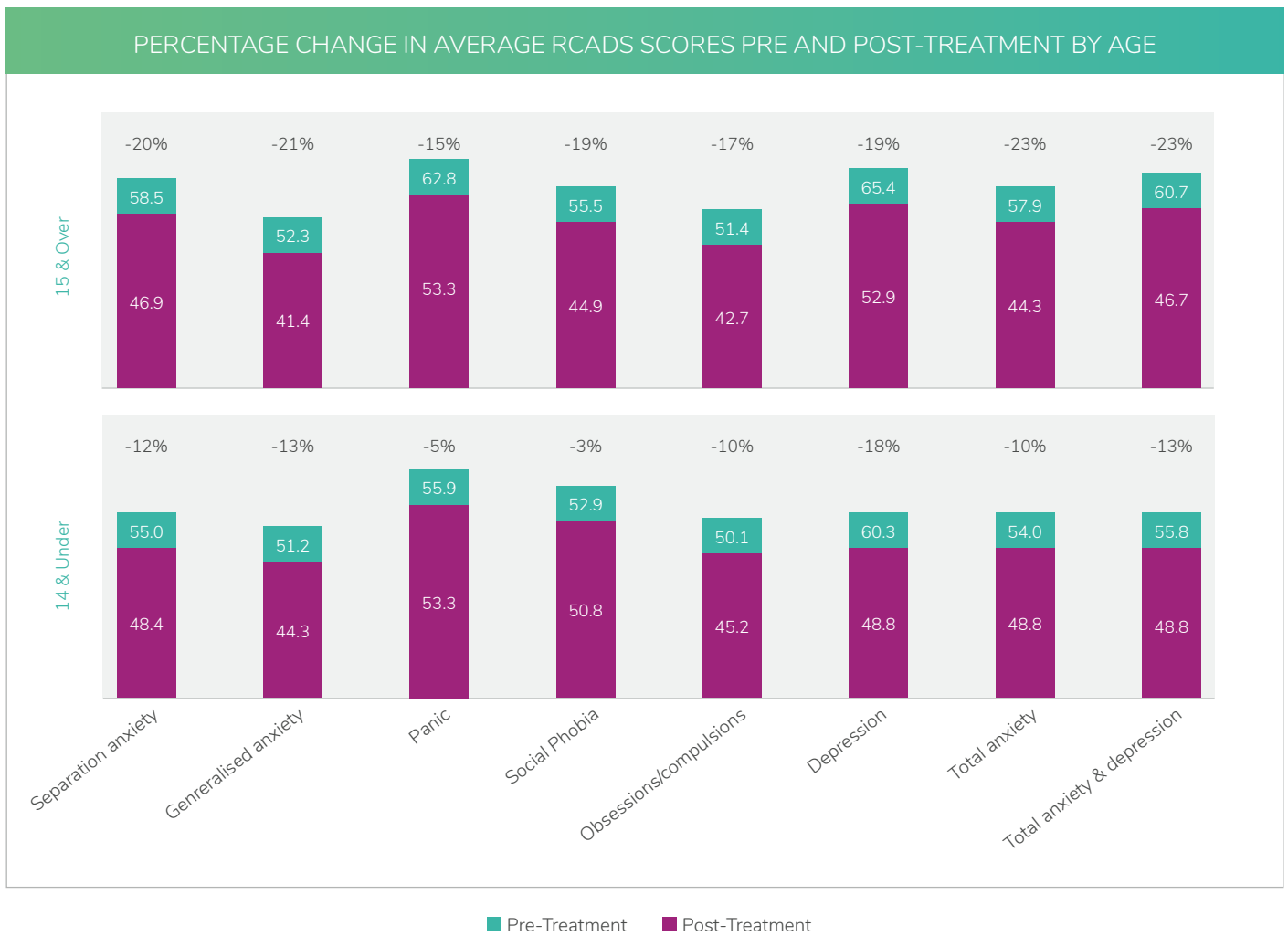
The data suggests that, at the point of discharge, those young people meet the criteria for recovery.

Reduction in Panic symptoms has been more difficult to achieve. This may be due to certain experiences, such as those of trauma, which are typically more difficult to treat. KYDS will seek to invest in further training around assessment and treatment of trauma.



# WHO HAS THIS IMPACTED THE MOST?

# Clients 15 and older report higher RCADS at the start of treatment, but improve post-treatment to have RCADS in line or below under 14s



Clients 15 and older show slightly higher RCADS scores before treatment, but they improve more as a result of treatment and see their RCADS score drop to be in line with, or even below, that of under 14s after treatment has ended.

Under 14s report smaller improvements, especially in the subcategories of panic and social phobia. This may reflect the greater amount of older adolescent clients that clinicians see, therefore seeing greater success with this older age group. Further understanding of how to improve outcomes with younger clients is an important next step for the clinical team.

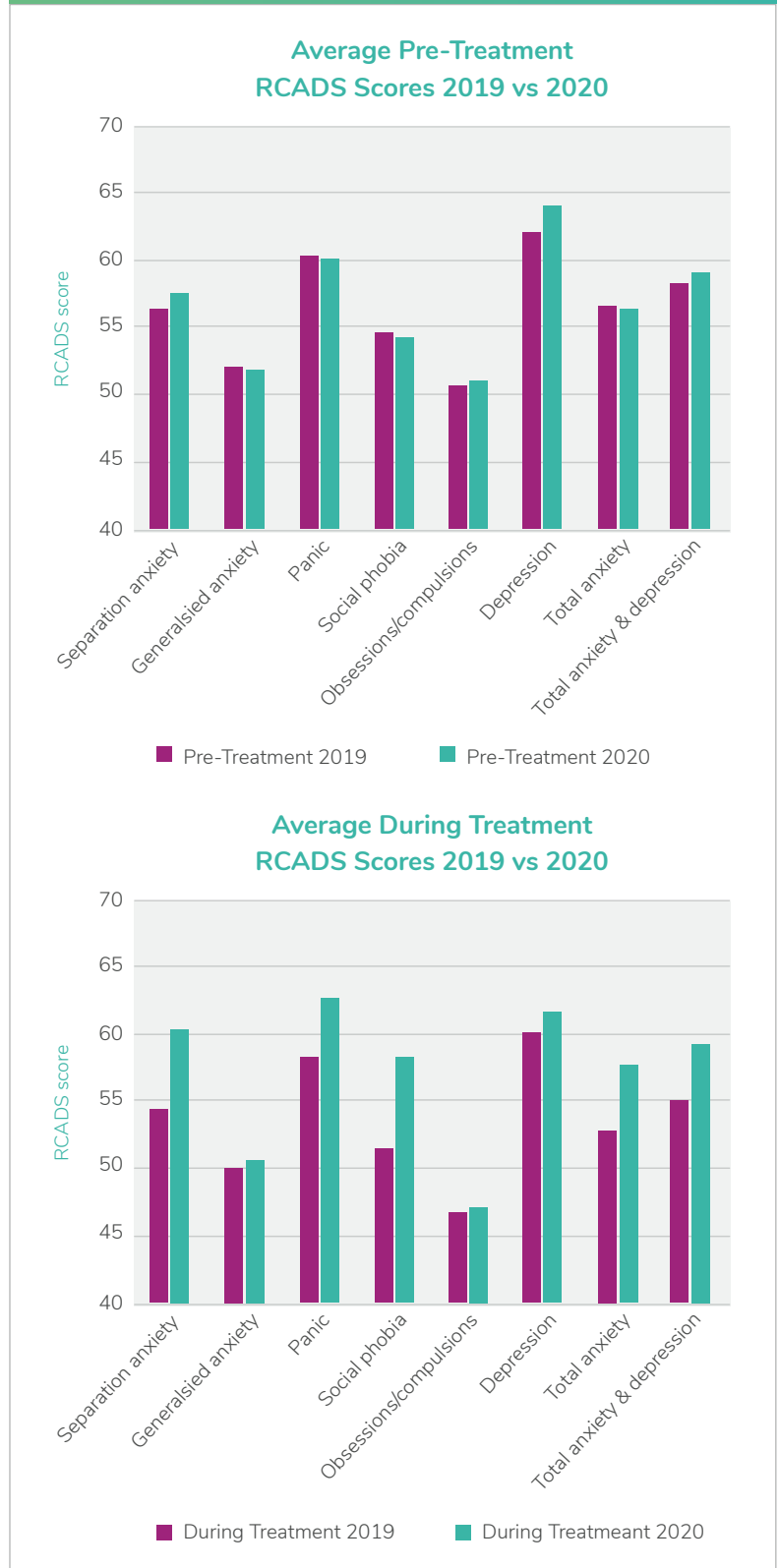
# Clients' improvement from pre-treatment to during treatment seems to have been more difficult in 2020 than in 2019

For clients who recorded RCADS during treatment in 2019, there was an improvement in all sub-categories of the RCADS between their initial session and their during treatment session. However, for clients who recorded RCADS during treatment in 2020, this was not observed.

Separation anxiety, panic, and social phobia increased on average, whilst other subcategories reduced to a similar or lesser degree than in 2019.

This suggests the challenges of 2020 (e.g. bushfires and Covid) may have made improvements in certain domains more difficult for clients on average. Anecdotal reports from clinicians suggest that client's presenting issues have been more complex in recent times. The increase in referrals received from CYMHS Services has also meant KYDS taking on more complex cases, as mental health services across the region are stretched.

## COMPARISON OF THE AVERAGE RCADS SCORES PRE-TREATMENT vs DURING TREATMENT





Clients who engage in treatment until client and therapist agree to conclude have better outcomes than those who opt-out prior

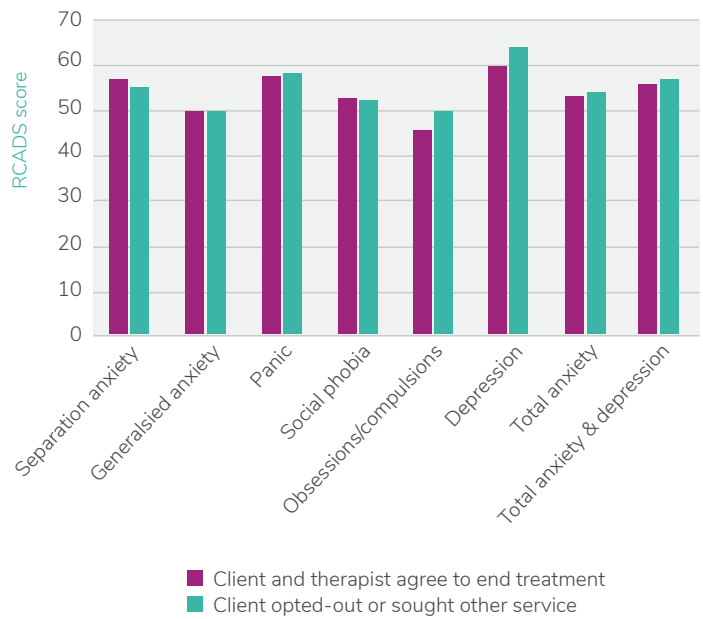
Clients who engage in treatment until the client and therapist agree to conclude have better outcomes than those who opt-out prior or who engaged with a different service. This is evident from the differences in self-reported RCADS.

Whilst there is not significant difference between the two groups before treatment, the benefits of completing treatment are evident in the improvement in the RCADS scores post-treatment.

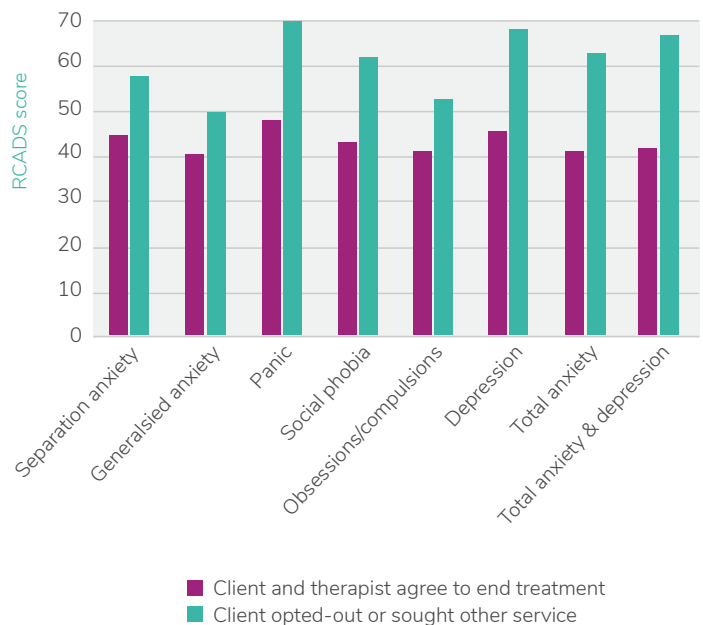
Conveying the importance of completing treatment to young people and families is likely to be important at the point of intake and assessment

AVERAGE RCADS SCORES FOR CLIENTS WHO COMPLETED TREATMENT VS THOSE WHO DID NOT

Average Pre-Treatment RCADS Scores

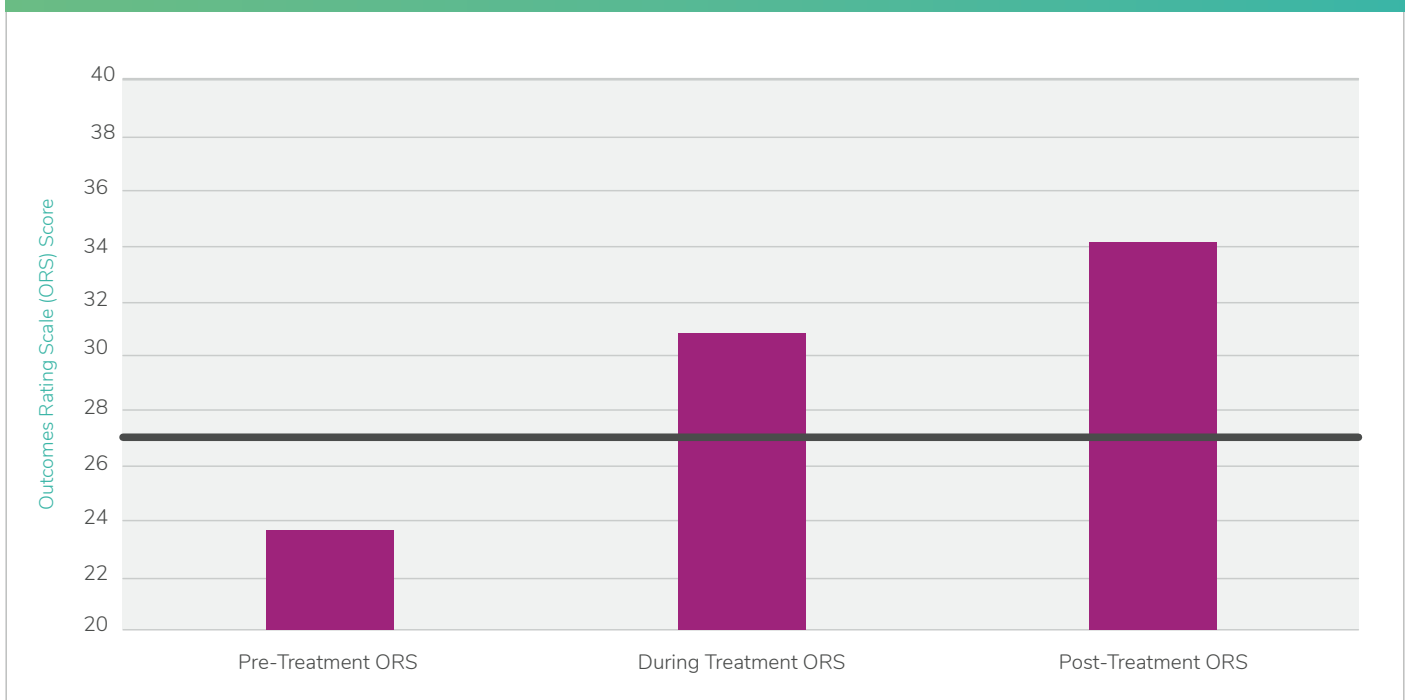


Average Post-Treatment RCADS Scores



# Clients are reporting steady improvements in self-reported individual, interpersonal, and social well-being

AVERAGE ORS SCORES PRE, DURING AND POST-TREATMENT



■ MEAN ORS Score

The Outcome Rating Scale (ORS) details the various dimensions of well-being, with scores of 27 and below indicative that mental health support is required.

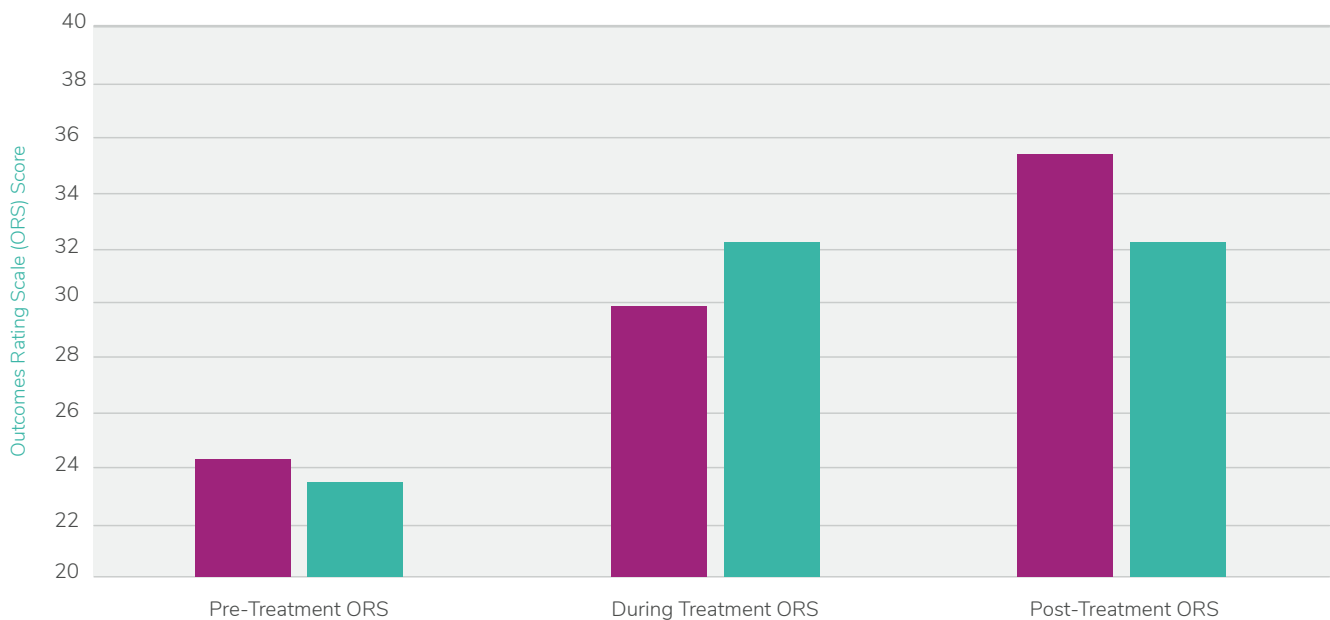
From pre-treatment, to during treatment, and again to post-treatment, clients are reporting consistent

improvements across all domains of their lives (individual, interpersonal, social and overall well-being), as measured by the ORS.

Because of the transparent nature of the ORS, clients can review improvements across the course of their treatment at KYDS.

# Clients are reporting steady improvements in self-reported individual, interpersonal, and social well-being

AVERAGE ORS SCORES PRE, DURING AND POST TREATMENT 2019 VS 2020



■ ORS Score 2019

■ ORS Score 2020

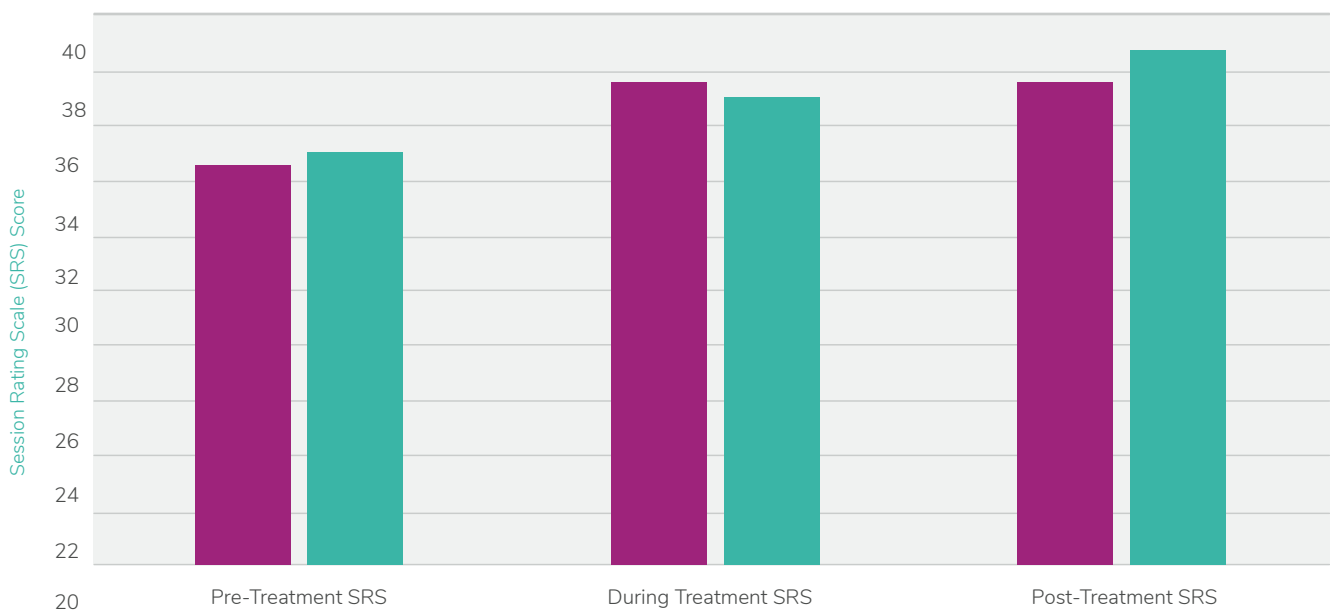
When comparing clients who began treatment in 2019 to those who began treatment in 2020, both groups experienced improvements in self-reported individual, interpersonal, and social well-being as recorded by their ORS scores.

Those from 2019 experienced a steadier increase, as well as reaching a greater post-treatment score. This could reflect some of the challenges to treatment in 2020 that were also reflected in the RCADS scores.

However, strong improvements from pre-treatment scores were still observed in both groups.

## Clients are also reporting feeling comfortable, heard, and respected as treatment progresses

AVERAGE SRS SCORES PRE, DURING AND POST-TREATMENT 2019 VS 2020



■ SRS Score 2019

■ SRS Score 2020

At the heart of therapeutic change is the relationships that our clients can build with their counsellor, which holds true even in the face of complex presentations. We measure the quality of the therapeutic relationship through clients' self-reported scores on the Session Rating Scale (SRS). Scores above 36 are indicative of an effective therapeutic relationship.

While we may not be seeing the same level of symptom reduction during treatment in 2020, clients are still experiencing increasing positives in their therapeutic experiences and relationships with their clinician.





# Areas for Service Improvement

Whilst our data analysis indicates that we are achieving positive outcomes for young people, there are a several areas identified for improvement.

## RCADS

- **Observation:** Certain subcategories of anxiety, particularly panic disorder, seem to be improving at a lesser rate than others, especially in younger clients and in 2020.
- **Action:** We will focus on awareness and training to ensure that our counsellors are equipped with the knowledge and skills to effectively engage with clients experiencing these issues. We will also ensure that the skills are age-specific and appropriate, in order to best assist clients of all ages.

## Demographics

- **Observation:** Currently, only approximately one-third of our clientele are young males and under one-fifth are born outside of Australia.
- **Action:** We will seek ways in which we can make the service more accessible to young males and people of all backgrounds, as our mission is to provide an easily accessible service to all children and young people and engage them in the support that is going to work best for them.

# About KYDS Youth Development Service

- KYDS provides Mental Health support to children, young people and families. We work with children and young people when they need us for as long as they need us. We provide tailored support to each child/young person, while working with their families and other important people in our lives. We accommodate the individual needs of those who use our services, particularly the more vulnerable in our community.
- KYDS Youth Development Service is Proudly Funded by the Australian Government Department of Social Services.
- KYDS is extremely grateful to the individuals, businesses, trusts and foundations that help KYDS to provide free and confidential counselling to children, young people and their families. Supporters of KYDS include the Rotary Clubs of Lindfield, Ku-ring-gai, Wahroonga and St Ives, Ku-ring-gai Council, Perpetual, Bendigo Bank, St George Foundation, Help Street, The Bobbo, The Novus Foundation, Pymble Golf Club, Lions International, NSW Government, Community Sector Banking, The Marketing Syndicate, Breakaway Brands, as well as Club Grants provided by clubs in Willoughby, Hornsby, The Hills and the Northern Beaches.

**We would like to acknowledge the incredible work of Merrick Powell in helping to both manage and analyse the data. His commitment to supporting KYDS' vision of being able to draw on data to inform the development of our service has been invaluable.**

---

KYDS Youth Development Service Inc. ABN 11 563 715 017 Rear 265 Pacific Highway Lindfield NSW 2070

KYDS Management Committee Chair: Helen Jarvis | KYDS CEO: Dr Anthony Rigney





# IMPACT REPORT 2020

For more information please contact:

**Helen Jarvis**

KYDS - Management Committee Chair

**Anthony Rigney**

KYDS CEO/Psychologist

**T** +41 9416 0900

**E** [counsellor@kyds.org.au](mailto:counsellor@kyds.org.au)

**W** [www.kyds.org.au](http://www.kyds.org.au)