# FAMILY SUPPORT SURVEY GUIDE

|  |  |  |
| --- | --- | --- |
| No | Performance Measure | Data Collection Tool |
| 1 | Number of all children | Tally Sheets |
| 2 | Number of children from culturally diverse backgrounds | Tally Sheets |
| 3 | Number of children who identified as Aboriginal and/or Torres Strait Islander | Tally Sheets |
| 4 | Number of children with disability | Tally Sheets |
| 5 | Number of all parents/carers | Tally Sheets |
| 6 | Number of parents/carers from culturally diverse backgrounds | Tally Sheets |
| 7 | Number of parents/carers who identified as Aboriginal and/or Torres Strait Islander | Tally Sheets |
| 8 | Number of parents/carers with disability | Tally Sheets |

|  |  |  |
| --- | --- | --- |
| No | Performance Measure | Data Collection Tool |
| 9 | Percent of parents/carers who would recommend the funded service | **Example of survey questions:**  On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.  How satisfied are you:   * with the timeliness of the activity/ies * that the activity/ies were easily accessible * with the way the EYS provider delivered the activity/ies * that the activity/ies met your expectations * that the activity /ies assisted you in achieving your desired outcome   **Comment/s:**   * Would you recommend this funded EYS provider to other parents/carers? * Do you have any ideas to improve the quality, access, response or delivery process of the activity/ies? |
| 10 | Percent of parents/carers who have completed the relevant/agreed activity | Tally Sheets |
| 11 | Percent of parents/carers who receive intensive support | Tally Sheets |
| 12 | Number & percent of parents/carers who report an improvement in their parenting practice | **Example of survey questions/conversations/observations:**  Can use a scale like 1 = Strongly disagree, 2 = Disagree, 3 = Don't know, 4 = Agree, 5 = Strongly Agree   * I feel more confident in my parenting abilities * I feel more of an attachment with my child/children * I have a better understanding about my child's development |
| No | Performance Measure | Data Collection Tool |
| 13 | Number & percent of parents/carers report the funded service assists them in accessing the support services they need | **Example of survey questions/conversations/observations to parents/carers**:  Can use a scale like 1 = Strongly disagree, 2 = Disagree, 3 = Don't know, 4 = Agree, 5 = Strongly Agree   * the EYS provider promoted partnerships with other services * staff were available to discuss my needs * staff were able to recognise which services I required * staff referred me to the right services * staff assisted me in accessing those other services * staff followed up with me about my visit to other services |
| 14 | Number & percent of parents/carers report their child/children made progress towards achieving their agreed goals | Depending on the particular goals of the child an example of progress may be an improvement in any of the following areas:   * skills/knowledge; * attitude/opinion; * behaviour; and * circumstances   **Example of survey questions/conversations**:   * my child is happy/happier * my child interacts more with others * my child is making new friends * my child communicates needs, wants and feelings to others (both children and adults) * my child is developing as expected |