

Early Years Service Funding



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	<p>Example of survey questions:</p> <p>On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. How satisfied are you:</p> <ul style="list-style-type: none"> • 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 <p>Comment/s:</p> <ul style="list-style-type: none"> • 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	<p>Example of survey questions/conversations/observations:</p> <p>Can use a scale like 1 = Strongly disagree, 2 = Disagree, 3 = Don't know, 4 = Agree, 5 = Strongly Agree</p> <ul style="list-style-type: none"> • 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	<p>Example of survey questions/conversations/observations to parents/carers:</p> <p>Can use a scale like 1 = Strongly disagree, 2 = Disagree, 3 = Don't know, 4 = Agree, 5 = Strongly Agree</p> <ul style="list-style-type: none"> • 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	<p>Depending on the particular goals of the child an example of progress may be an improvement in any of the following areas:</p> <ul style="list-style-type: none"> • skills/knowledge; • attitude/opinion; • behaviour; and • circumstances <p>Example of survey questions/conversations:</p> <ul style="list-style-type: none"> • 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