# INTEGRATED SERVICE DELIVERY SURVEY GUIDE

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| 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 ATSI parents/carers who identified as Aboriginal and/or Torres Strait Islander | Tally Sheets |
| 8 | Number of parents/carers with disability | Tally Sheets |
| 9 | Number of partners | Tally Sheets |

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| 10 | Percent of parents/carers report they are satisfied with the activity | **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 * Overall how satisfied are you with the activity/ies   **Comment:**  Do you have any ideas to improve the quality, access, response or delivery process of the activity/ies |
| 11 | Percent of staff qualified/trained to deliver early years service activities | Tally Sheets |
| 12 | Percent of parents/carers who receive intensive support | Tally Sheets |
| 13 | Percent of partners actively involved in delivering activities at the funded service | Tally Sheets |
| 14 | Number and 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 |

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| 15 | Number and percent of parents/carers improving their engagement with their child/children | **EYS provider Observations** based on the following:   * Knowledge of age-appropriate child development in cognitive, language and literacy, social-emotional and motor domains; * Interaction with child that enhances age-appropriate development and reinforces cultural values; * Parent-child attachment; * Parenting practices; * Feeling of competence and confidence in parenting practices; * Involvement in child’s care and education; and * Home environment |
| 16 | Number and percent of parents/carers report their child/children are benefiting from participating in the activity | A child may benefit from an activity by an improvement in any of the following areas:   * skills/knowledge; * attitude/opinion; * behaviour; and * circumstances   **Example of survey questions/conversations/observations**:   * 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 |

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| 17 | Number and percent of parents/carers who report they are benefiting from participating in the activity | **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 have learnt about different parenting styles * I have learnt new things about my child's health and development * I have learnt about other services, resources and activities in the community for my child and I * I am more responsive to my child (connection with child, sensitivity, affection, warmth) * I am more aware of my child's needs * I know how to respond to my child in different ways according to their needs or demand of the situation * I have learnt new communication skills * I have learnt new problem solving skills * I have learnt new positive behaviour management skills |
| 18 | Number and percent of partners report their service delivery has improved as a result of the partnerships | **Example of Telephone survey/conversation questions:**   * Are you connecting/working with clients that you normally wouldn’t have access to as a result of the partnership with our service? * Have you been able to increase or broaden your client base? * As a result of your organisations partnership with this service are you able to provide your clients with opportunities to become involved in activities/support that you don’t/can’t offer (e.g. playgroup, parenting support/programs)? * Do you think you are now providing a more holistic service to your clients due to our partnership? * What do you think is useful about our partnership? * If you could change anything about our partnership, what would it be? |