# 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
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| 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
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| 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?
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