

Early Years Service Funding



INTEGRATED SERVICE DELIVERY 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 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

No	Performance Measure	Data Collection Tool
10	Percent of parents/carers report they are satisfied with the activity	<p>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:</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 • Overall how satisfied are you with the activity/ies <p>Comment: Do you have any ideas to improve the quality, access, response or delivery process of the activity/ies</p>
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	<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

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15	Number and percent of parents/carers improving their engagement with their child/children	<p>EYS provider Observations based on the following:</p> <ul style="list-style-type: none"> • 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	<p>A child may benefit from an activity by 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/observations:</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

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17	Number and percent of parents/carers who report they are benefiting from participating in the activity	<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 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	<p>Example of Telephone survey/conversation questions:</p> <ul style="list-style-type: none"> • 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?