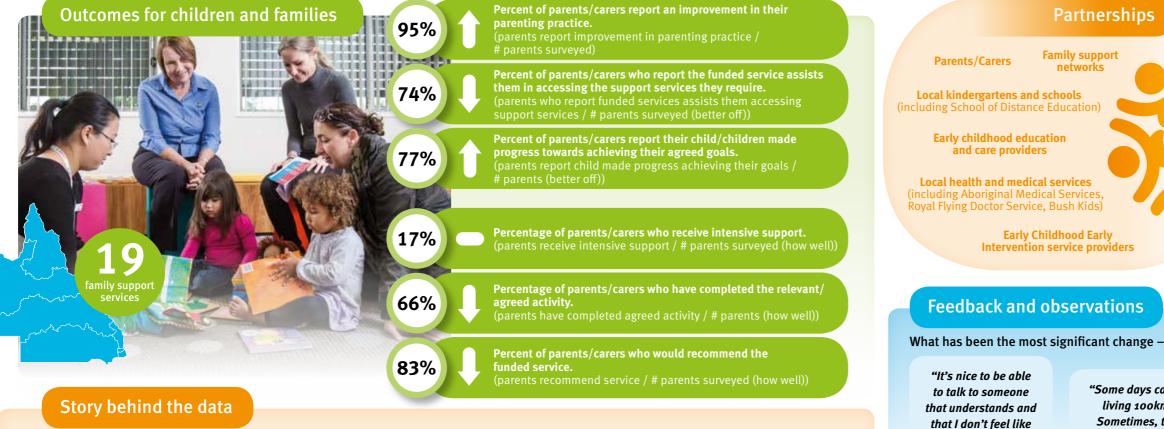
Family Support Funding Scorecard

To promote and protect the health and wellbeing of children and their families.



Data For newly funded family support services, this is the first time that qualitative data has been collected to report performance and outcomes. While data collection methods. have been enhanced through improved client records, identifying appropriate survey techniques (including individual questionnaires, group yarning circle and online tools) and collecting data regularly, further work is required to ensure that services and activities remain responsive to the needs of children and their family. Defining outcomes and developing performance measures that are meaningful to clients, the organisation and the community/ stakeholders will improve the number and quality of survey responses, ensuring that data is not skewed from one reporting period to the next.

Parental engagement

Acknowledging the role of parents as their child's first teacher and providing services and supports to build their parenting capability and confidence has been a key component in achieving improved outcomes for children. Family support services have worked collaboratively with parents/carers to identify specific family/child needs and develop respectful strategies to address these needs for improved and sustained outcomes. Some services used the Parents as Kids, Circle of Security and Sing and Grow Teachers framework for home visiting content and delivery while others focussed on parent and child play-based activities such as dad's playgroup, music therapy sessions and 'read and feed' reading program to improve the parent-child interactions whilst also developing practical parenting skills. It has been noted that families experiencing vulnerability benefit from additional time to build trust and rapport with staff and may temporarily disengage from the service due to crisis or changes in circumstance.

Evidence-based early learning and development programs

Family support services have identified and implemented a range of evidence-based programs to support the learning, social and emotional development of children up to 8 years of age. Many of these programs combine teaching and learning strategies that

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can be applied within group settings (such as playgroup) and on a one-to-one basis with children and parents/carers in their home. Programs such as the Abecedarian Approach Australia (3a), Bringing Up Great have achieved positive outcomes for children and their parents/carers including increased understanding of child development needs, positive parent-child interactions and attachment, improved cognitive, emotional and communication outcomes and school readiness behaviours for children.

Partnerships

Effective partnerships have enabled family support services to strengthen referral pathways across the service system and deliver programs and services that support the needs of children and parents/carers in their community. Based on their expertise and experience, some of the critical partners engaged to support families included:

• Health and medical services - child and maternal health support at playgroup, referral to health and wellbeing specialists, immunisation clinics, child

development assessments, medical diagnosis, and treatment plans.

- Family support networks access disengaged families, collaborative case management, referral to counselling and in-home care services, and delivery of parenting programs.
- Allied health professionals support children to access speech and language pathologists, occupational therapists, audiology and oral health services.
- Early Childhood Education and Care services - early childhood development information, advice and support, transition support, collaborative case management, enrolment support and educator and practitioner support.
- Community partners transport solutions, free or low-cost child-focussed activities and events, DFV referral and support, cofacilitated group workshops.

Services report that managing partner expectations and role uncertainty and negotiating structures, content and processes is essential to support and sustain effective partnerships across agencies.

that I don't feel like I'm being judged".

Mother at home visit

"Some days can be long and hard... living 100km from civilisation. Sometimes, the playgroup is the only chance to see someone."

participating

Continuous Improvement

Family support services will:

- O implement assessment and screening tools to identify needs, monitor progress and measure outcomes
- continue to build relationships/partnerships with key stakeholders to deliver targeted programs and services that focus on early childhood learning and development
- promote their service and enhance visibility through local networks, inter-agency meetings, community events, marketing campaigns and pop-up playgroups
- develop and implement reflective practices and evaluation strategies for continuous improvement
- improve surveying and data collection methods to ensure consistent and accurate reporting.

Qualitative data has not been reported for four family support services, including one service that reports annually.

Family Support snapshot







17% Aboriginal and/or Torres Strait Islander children

July 2018 – December 2018

Activities

Supported

playgroups

Home

visiting

Telephone support

Visiting allied health services including speech and language therapy and occupational therapy

Online information and support including social media messaging, email, and webchat

Domestic and

family violence

referral and

support

Visiting health education and services including immunisation, health checks, and dental

Family support, case-management Transition support

Parenting

programs

Parent attending outreach playgroup

"I'm looking at why my child is acting the way they are, which has created a more relaxed relationship between my child and I".

Outcome of parent attending parenting program.

