

Integrated Service Delivery Funding Scorecard

January – June 2019

To support family wellbeing and children's development

Outcomes for children and families



54

integrated services

- 90% — parents/carers report they are benefiting from participating in the activity.
- 87% ↓ parents/carers improving their engagement with their child/children.
- 88% ↑ parents/carers report the funded service assists them in accessing the support services they need.
- 96% ↑ parents/carers report they are satisfied with the activity.
- 17% ↓ parents/carers receive intensive support.

Story behind the data

Over the last four reporting periods the following themes continue to be a key focus for Early Years Places (EYPs):

- tailoring activities and programs to children and their parent/carers needs;
- building and maintaining strong effective partnerships within the community; and
- engaging parents/carers in their children's learning and development.

Over the last two reporting periods EYPs have been able to steadily increase participation by improvements in service delivery to meet the changing and complex needs of children and their parents/carers in their communities. Performance data for this period has only shifted slightly due to more accurate data collection over the last two reporting periods.

Tailored Programs

EYPs continue to provide evidence-based child focused activities that encourage parents/carers to interact with their children's learning and development, increase knowledge and understanding of developmental milestones and increase confidence in parenting skills. This reporting period EYPs identified a need to increase the engagement of fathers, encourage regular attendance of parents/carers and ensure activities and programs are culturally appropriate. Successful strategies implemented by EYPs to address these challenges include:

- employing male family support workers to engage fathers in their child's learning and development;
- applying a cultural lens across activities and programs; and
- delivering activities that are consistent and targeted to the needs of children and their parents/carers.

Effective Partnerships

EYPs have partnered with local kindergartens and schools to assist children and their parents/carers to make easier transitions between playgroup, kindergarten and school. For example some EYPs are delivering playgroups at local schools to enable children and their parents/carers to become familiar with the school environment and prepare children socially and emotionally for the classroom.

Working closely with partners, EYPs have been able to support parents/carers impacted by domestic violence, substance abuse and lack of safe and secure housing. To support parents/carers, EYPs implemented some of the following strategies:

- working with community organisations to deliver low cost or no cost programs (e.g. alcohol and drug abuse programs);
- establishing strong referral pathways with partners including health professionals, government departments (e.g. referrals to Domestic and Family Violence Service); and

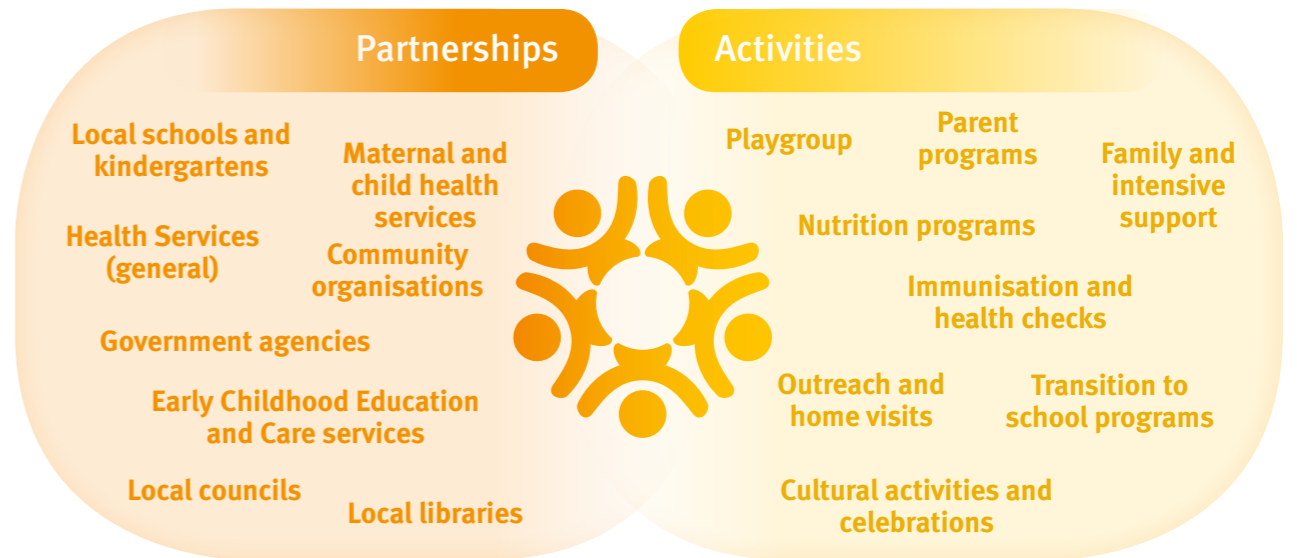
- working closely with parents/carers to increase their confidence, knowledge and resilience through tailored programs delivered in collaboration with partners.

Parent/Carer Engagement

Parent/carers engagement continues to drive the scheduling of EYPs and development of activities and programs. EYPs continue to face challenges such as lack of public transport, lack of trust between EYP staff and parents/carers, limited awareness of services and organisations within the community and inconsistent delivery of activities and programs. To continue to engage parents/carers, EYPs implemented the following strategies:

- providing transport for vulnerable families to attend activities and appointments;
- scheduling activities and programs consistently with set staffing arrangements to enhance rapport and relationships;
- offering a welcoming safe environment with multiple spaces for parent/carers to engage with their child and encouraging confidential conversations with staff; and
- offering free activities and events to support social connections between parents/carers and partner organisations to improve knowledge, wellbeing and awareness of community organisations.

Disclaimer: Survey sample is an average of 30% of target group across the funding category.



Feedback and observations

What has been the most significant change –

'Having access to the child health nurse at playgroup makes a HUGE difference to me. It's easier for me to get the boys checked and ask health related questions.'

(parent/carers)

'More confident as a parent because I am more aware about issues and have more information'

(EYP parent/carers)

'Having a school staff member attend the playgroup increased the family connection with the school and helped parents build familiarity with the staff and facilities.'

(EYP staff)

91% ↓

parents/carers report their child/children are benefiting from participating in the activity

Continuous Improvement

Integrated services will:

- strengthen existing partnerships with community services to establish clear referral pathways to increase access to services for children and their parents/carers
- continue to seek feedback from parents/carers and the community to tailor activities and programs
- continue to research, promote and deliver early years learning and development activities within the community
- provide professional development opportunities for staff focused on early years learning, development and family wellbeing.

The Department of Education will work with integrated services to:

- facilitate networking opportunities for EYPs across regions and State-wide
- connect EYPs with the department's regional staff
- connect EYPs through the mentoring and peer support program
- provide professional development opportunities, information and resources on early childhood learning and development.

Integrated service delivery snapshot



9896
Total # of children participating

5%
Children with disability

20%
Culturally and Linguistically Diverse children

30%
Aboriginal and/or Torres Strait Islander children



7087
Total # of parents/carers participating