

Integrated Service Delivery Funding Scorecard

January 2018 – June 2018

To support families wellbeing and children's development

Outcomes for children and families



54
integrated services

- 84% — parents/carers report they are benefiting from participating in the activity.
- 84% — parents/carers improving their engagement with their child/children.
- 81% ↑ parents/carers report the funded service assists them in accessing the support services they need.
- 90% ↑ parents/carers report they are satisfied with the activity.
- 22% ↑ parents/carers receive intensive support.

Story behind the data

Data

This period Early Years Places (EYPs) have refined their data collection methods and are now collecting more accurate information by:

- talking directly with parents/carers;
- surveying regularly across the period; and
- making contact with disengaged parents/carers.

EYPs are using this information as a tool to help identify areas of need and to inform continuous improvement, ensuring that activities and programs are responsive to the changing needs of children and their parents/carers.

The increase in intensive support data collected by EYPs this reporting period could be partially attributed to the differing definition each service attaches to this term. A common understanding of 'intensive support' is essential, if this data is to be reliable moving forward.

Parent/Carer Engagement

Challenges such as the availability of transport and the consistent delivery of activities, continue to affect the engagement of parents/carers and children in activities and EYPs have found that the following strategies have been successful:

- delivering outreach programs to connect with families;

- promoting activities through social media; and
 - providing consistent staffing arrangements to help strengthen relationships.
- By building rapport and trust with parents/carers, EYP staff are able to identify specific needs and tailor activities accordingly.

Tailored Programs

Tailoring child development activities to include evidence-based programs that focus on quality early learning, encouraged more positive interactions between parents/carers and their children and increased parents/carers' confidence in their parenting capabilities. Activities were also easy to replicate at home, promoting continuous learning.

Other successful strategies to ensure parents/carers and their children are engaged include, but are not limited to:

- consistent delivery of age appropriate, outreach and targeted playgroups;
- evidence-based and culturally appropriate parenting programs; and
- transition playgroups held on-site at local schools.

Effective Partnerships

Partnerships continue to enhance EYPs ability to meet service demand through providing a wider range of activities and programs specific to parents/carers needs. This is essential as more children and parents/carers are presenting with increasingly complex needs that require a more integrated approach.

EYPs have noted in particular more parents/carers presenting with mental health issues. By reaching out to new community partners and strengthening existing partnerships, these parents/carers and children are being supported to access the appropriate services.

EYPs have identified that access to and the consistent delivery of centre-based health services remains a challenge. Utilising existing partnerships to provide access to health services within a child development activity remains one of the most effective ways to deliver health services, for example child health nurses providing health checks in playgroup.

Partnerships

- Local schools and kindergartens
- Health services (general)
- Early childhood education and care services
- Local councils
- Maternal and child health service
- Community organisations
- Local libraries

Activities

- Playgroup
- Family support
- Parent programs
- Immunisation and health checks
- Nutrition programs
- Transition to school programs
- Outreach and home visits
- Cultural activities and celebrations



Feedback and observations

What has been the most significant change –

"Coming to this group has helped me become a better mum and person...I don't feel uncomfortable about asking questions that may seem silly or stupid...I'm happy that Bub is happy and is comfortable around other babies and mums."

"I like that it's a welcoming, supportive, strengthening environment. Kind people, caring, a safe haven."

87% ↑
parents/carers report their child/children are benefiting from participating in the activity

Continuous Improvement

Integrated services will:

- work with existing partners to identify the needs of parents/carers and their children and tailor activities and programs to address these specific needs
- increase parent/carer and staff knowledge about early years learning and development through education and use of appropriate resources
- deliver centre-based and outreach playgroups which include evidence-based programs
- improve surveying/assessment, data collection and report writing.

The Department of Education will work with integrated services to:

- identify and share activities and programs to enhance current service delivery
- establish peer mentoring to connect staff and support capacity building on early years learning and practice, leadership, governance and health and wellbeing
- review the definition for intensive support in the Early Years Services Glossary of Terms
- continue to support the development of effective surveying tools, data collection strategies and report writing.

Integrated service delivery snapshot



10,498 ↑
Total # of children participating

3% ↓
Children with disability

13% —
Culturally and Linguistically Diverse children

34% ↑
Aboriginal and/or Torres Strait Islander children



6,878 ↑
Total # of parents/carers participating