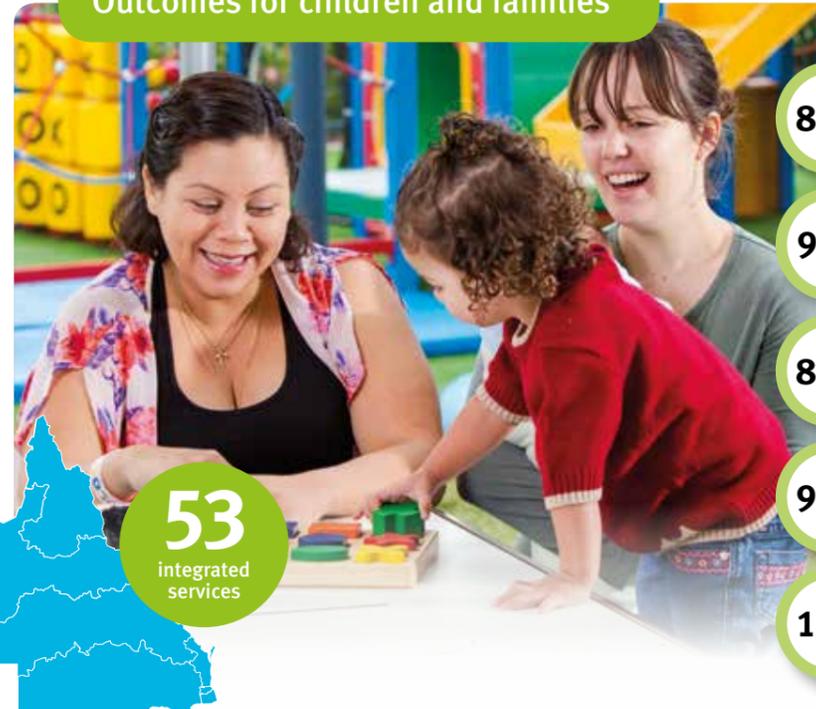


# Integrated Service Delivery Funding Scorecard

July 2016 – December 2016

To support families wellbeing and children's development

## Outcomes for children and families



53

integrated services

- 86% parents/carers report they are benefiting from participating in the activity.
- 90% 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.
- 99% parents/carers report they are satisfied with the activity.
- 15% parents/carers receive intensive support.

## Story behind the data

### What has worked?

#### Health and wellbeing

More families are **accessing** child and maternal health and allied health services (i.e. speech and occupational therapy).  
Improved access to health checks supports early identification and management of issues.  
Supporting families with complex health and wellbeing needs to navigate access to specific services, including mental health.  
Promoting nutrition and healthy eating by **modelling behaviour** through playgroups.

#### Parenting Support

About one quarter of services reported that parents/carers have concerns about their **understanding of early childhood development**.  
Integrated services are providing a range of parenting programs including 123 Magic, Triple P and Circle of Security.  
These programs help parents create stable and secure relationships, develop coping strategies and build confidence and understanding of early childhood development.  
Parents/carers have reported increased **engagement with their children**, increased confidence in their parenting skills and feelings of being supported.

#### Partnerships

Integrated services have strong partnerships with health, community support and local government.  
Some integrated services have identified the need to **improve partnerships that support the inclusion** of children from diverse backgrounds including Aboriginal and Torres Strait Islander children.  
Cultural awareness training was identified as a way of supporting improved participation and diversity.  
Strong partnerships with domestic and family violence organisations enables integrated services to **quickly connect families** with help when needed.

#### Learning and development

Integrated services identified the importance of **supporting children's learning** and development and establishing and maintaining routines in times of family crisis.  
Ensuring children are participating in early childhood education and care, playgroups and strengthening parent/caregiver engagement with their child.  
Services are focusing on creating opportunities to support **children's language** development.

Data from five services has not been included because they were not operating due to change in staff or in the establishment phase. Survey sample is at least 30% of the total target group.

## Partnerships

Local child and maternal, midwifery and allied health services including Royal Flying Doctor Service  
Early childhood education and care  
Local schools  
Community support agencies  
Mental health support agencies

## Activities



Playgroup  
Homework clubs  
Nutrition and healthy eating  
Music and art Therapy  
Parenting programs  
Transition to school programs  
Immunisations and health checks  
Reading to children

## Parent feedback

What has been the most significant change –

*“My coping skills and being able to use the ideas the worker has given me to try. Some worked, some didn't. The children are coping much better since using different ideas. I am not so stressed out and neither are the kids.”*

*“Big change in my child's behaviour and he is having less outbursts.....what made a big difference was better understanding how he may be feeling in the moment, like need for attention and affection and changing my response”*

91% parents/carers report their child/children are benefiting from participating in the activity

## Continuous Improvement

### The Department of Education will work with integrated services to:

- build workforce capability and leadership capacity
- identify strategies to support delivery of quality services for families
- provide Small Assistance Grants to support the viability, capability and quality of services
- introduce a common identity across all integrated services
- embed a focus on outcomes and use of data to inform continuous improvement.

### Integrated services will:

- be innovative in promoting the service, for example pop-up “shops” at community events, through social media and engaging resources for parents
- establish appropriate outreach/home visiting services to meet the needs of local families
- improve connections with local Aboriginal and Torres Strait Islander families and socially isolated families in the community
- use data (including outcome data and Australian Early Development Census) to continuously improve service delivery
- develop and strengthen partnerships with local child and maternal health and allied health providers.



8,554

Total # of children participating

4%

Children with disability

35%

Aboriginal and/or Torres Strait Islander children



6,699

Total # of parents/carers participating