

Dear Sir / Madam

You are invited to participate in a survey about services for children and families in your local area.

As you may be aware, your community is one of 45 across Australia that receives funding under the Communities for Children initiative, which is part of the Stronger Families and Communities Strategy 2004-2009. By completing the survey, you will help the National Evaluation of the Strategy to understand how services work together in your community, and will help inform approaches to early intervention and prevention in your area.

We are interested in the views of staff in all services for children aged 0-5 and their families, even if you are not involved with Communities for Children.

COMPLETING THE QUESTIONNAIRE

Most of the questions can be answered by marking (or highlighting) a number or word. No special knowledge is required and there are no right or wrong answers - we are interested in your opinion.

Please fax the completed questionnaire to 02 9385 7838 or mail to:

Stronger Families and Communities Strategy Evaluation
Social Policy Research Centre
University of New South Wales
Sydney 2052

If you agree to participate by completing and returning this questionnaire, your answers will be completely confidential, except as required by law. You or your agency will not be identified in any of the reports arising from the evaluation.

You can refuse to answer particular questions or stop being part of the study at any time. If you have any concerns or complaints about your part in the study, you can contact the Ethics Secretariat at the University of New South Wales (Sydney 2052) by writing or ringing 02 9385 4234, quoting this reference number: HREC 05326.

If you have any queries about the survey or need any help to fill it out, please contact the national evaluators at strongerfamilies@unsw.edu.au or freecall 1800 332 173.

We thank you for your help with this important research.



Ilan Katz
Chief Investigator of the SFCS National Evaluation Team
Professor and Acting Director
Social Policy Research Centre
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Stronger Families and Communities Strategy National Evaluation

Snapshot Questionnaire 2006

1. Today's date _____ Your name: (optional) _____

2. Name of your agency _____

3. Name of your Local Government Area (LGA) or Communities for Children (CfC) site

4. Which of the following best describes your position:

Please mark one option.

- CEO
- Senior or Area Manager
- Service Co-ordinator or Service Manager
- Frontline Worker
- Other _____

5. **Have you ever heard of Communities for Children?** *We are interested in the views of all staff in all services in the area that work with 0-5 year olds and their families, including those who are not directly involved with Communities for Children.*

- Yes
- No

6. **What is your agency's role in relation to Communities for Children (if any)?**

Please mark all that apply.

- None
- Provides services funded under CfC
- Member of Communities for Children Committee
- Other (*please specify*) _____

7. **How many full-time equivalent (FTE) staff does your agency employ in the LGA/CfC site?**

8. How much of your agency’s activity in the LGA/CfC site is devoted specifically to services for 0-5 year olds and their families?

Please mark one option.

- All of it
- Most of it
- About half
- Some
- Very little

ABOUT HOW YOUR AGENCY WORKS

9. What information does your organisation use to guide service planning, to allocate resources and to identify service gaps in your community?

Please mark one answer per row.

Population-level information (e.g. census data)	Yes	No	Don't know
Community-level information (e.g. from council or non-government organisations, or from Australian Early Development Index ¹)	Yes	No	Don't know
Client information from services	Yes	No	Don't know
Feedback from service users (parents of small children)	Yes	No	Don't know
Stronger Families and Communities Strategy Outcomes Framework data	Yes	No	Don't know
Others (please specify)			

¹ The Australian Early Development Index is a community measure of young children's development, based on the scores from a teacher-completed checklist consisting of over 100 questions. The AEDI checklist measures five areas of child development - physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge.

10. Is your agency involved in any of the following arrangements?

If you answer Yes: How helpful do you find this type of arrangement overall? Please mark the appropriate number on a scale of 1 (not helpful) to 5 (very helpful).

	Is your agency involved?		If yes, how helpful do you find it?				
	No	Yes	Not helpful	→			Very helpful
Planning:							
Joint planning	No	Yes	1	2	3	4	5
Ensuring strategic plans reflect common goals	No	Yes	1	2	3	4	5
Coordinating planning cycles between agencies	No	Yes	1	2	3	4	5
Sharing membership of one another's organisational structures (e.g. boards of directors or management committees)	No	Yes	1	2	3	4	5
Service delivery:							
Referring clients between agencies	No	Yes	1	2	3	4	5
Joint monitoring or quality assurance of services	No	Yes	1	2	3	4	5
Joint service delivery	No	Yes	1	2	3	4	5
Joint case management	No	Yes	1	2	3	4	5
Sharing costs for services provided to shared clients	No	Yes	1	2	3	4	5
Shared information:							
Exchanging information (about projects, funding sources etc.)	No	Yes	1	2	3	4	5
Joint promotional campaigns	No	Yes	1	2	3	4	5
Sharing client information	No	Yes	1	2	3	4	5
Professional development:							
Inter-agency staff training	No	Yes	1	2	3	4	5
Joint recruitment of personnel	No	Yes	1	2	3	4	5
Other:							
Interagency meetings	No	Yes	1	2	3	4	5
Co-location (where services may share the same premises)	No	Yes	1	2	3	4	5
Please list any other arrangements for working together (please specify)							

11. Who in your agency is involved in these arrangements?

Please mark as many options as necessary

	CEO	Senior or Area Manager	Service coordinator or service manager	Frontline Staff	Not involved
Planning (e.g. joint planning, coordination, membership of management committees etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service delivery (e.g. joint service delivery, joint quality assurance, joint case management, sharing of costs; referrals between agencies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared information (e.g. exchange of information about projects and funding sources, sharing client information, joint promotional campaigns)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional development (e.g. interagency staff training, joint recruitment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interagency meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Co-location (where services may share the same premises)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other arrangements for working together (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT PARTNERSHIPS IN YOUR COMMUNITY

12. Below is a list of factors that may hinder effective partnerships among agencies that provide services to children aged 0-5 in your community. Please indicate how accurately these factors apply in your site.²

Please circle the appropriate option or tick 'don't know'.

	Highly accurate	→	Not at all accurate		Don't know	
"Turfism" or territoriality among agency administrators	1	2	3	4	5	<input type="checkbox"/>
Competition for funding among agencies	1	2	3	4	5	<input type="checkbox"/>
Differences in funding sources across agencies	1	2	3	4	5	<input type="checkbox"/>
Historical differences between agencies (e.g. terminology, service mandates or practices)	1	2	3	4	5	<input type="checkbox"/>
Different levels of government - local, state, federal - working separately	1	2	3	4	5	<input type="checkbox"/>
Staff problems (e.g. shortages, high turnover)	1	2	3	4	5	<input type="checkbox"/>
Long distances between services	1	2	3	4	5	<input type="checkbox"/>
Absence of a common vision for how to meet the needs of young children and their families	1	2	3	4	5	<input type="checkbox"/>
Absence of effective leadership in promoting inter-agency working	1	2	3	4	5	<input type="checkbox"/>
Other factors <i>(please list)</i>	1	2	3	4	5	<input type="checkbox"/>

² This and the next question were adapted from National Center for Family Support, Fast Facts Results, Topic: Collaboration – August 2000, http://www.familysupport-hsri.org/resources/ff_2.html, accessed 6 June 2005.

13. Below is a list of factors that may promote effective partnerships among agencies that service children aged 0-5 in your community. Please indicate how accurately these factors apply in your site.

Please circle the appropriate number or tick 'don't know'.

	Highly accurate	→			Not at all accurate	Don't know
Respect for and understanding of the needs of families	1	2	3	4	5	<input type="checkbox"/>
Common philosophy that includes the goal to cooperate	1	2	3	4	5	<input type="checkbox"/>
Leadership among agency administrators	1	2	3	4	5	<input type="checkbox"/>
Leadership from the Facilitating Partner	1	2	3	4	5	<input type="checkbox"/>
Willingness among stakeholders to work together	1	2	3	4	5	<input type="checkbox"/>
Government mandates for more efficient and effective service provision	1	2	3	4	5	<input type="checkbox"/>
Common goal among agencies to secure funding	1	2	3	4	5	<input type="checkbox"/>
Other factors <i>(please list)</i>						
	1	2	3	4	5	<input type="checkbox"/>

14. In your view, how accurate are the following statements in describing circumstances in your community?

Please circle one number per row.

	Highly Accurate	→			Not at all accurate	Don't know
There is understanding among agencies of the importance of the early years.	1	2	3	4	5	<input type="checkbox"/>
There is a shared vision among agencies about the needs of children aged 0-5 in this community.	1	2	3	4	5	<input type="checkbox"/>
Agencies agree on the priorities for service development.	1	2	3	4	5	<input type="checkbox"/>
There is understanding among agencies of evidence-based practice.	1	2	3	4	5	<input type="checkbox"/>
Senior managers are committed to improved services and to agencies working together.	1	2	3	4	5	<input type="checkbox"/>
There is mutual respect between senior managers in different agencies providing services to 0-5 year olds.	1	2	3	4	5	<input type="checkbox"/>
There is a shared commitment to involving community members in developing services for 0-5 year olds.	1	2	3	4	5	<input type="checkbox"/>
Services work together to reach out to the most disadvantaged families in the community.	1	2	3	4	5	<input type="checkbox"/>
There are agreed procedures for identifying children or families at risk.	1	2	3	4	5	<input type="checkbox"/>
There are agreed procedures for ensuring that families at risk are offered the appropriate interventions.	1	2	3	4	5	<input type="checkbox"/>
Comments						

ABOUT WORKING IN YOUR COMMUNITY

15. Which statement best describes how you see the assistance provided to individual clients for whom you are responsible?

Please mark one answer.

- staff from different services work closely together most of the time
- staff from different services work closely together occasionally
- staff from different services know little about each other's work

16. Which statement best describes how you see your current working relationship with other services in your area?

Please mark one answer.

- a well coordinated team of services
- a partially coordinated team of services
- a group of separate, uncoordinated services

17. Does your agency provide services to 0-5 year olds and their families in partnership with other agencies? These partnerships may be formal or informal.

Please mark one answer only. If you mark 'Never', please go to Question 20.

- All the time
- Mostly
- Quite often
- Sometime
- Rarely
- Never

18. How helpful overall do you find these partnerships in providing services?

Please mark one answer.

- Very helpful
- Mostly helpful
- Sometimes helpful
- Rarely helpful
- Not at all helpful

19. Are you aware of the full range of services for 0-5 year olds and their families in your community?

Please mark one.

- Yes, fully
- Mostly
- Somewhat
- Not really
- Not at all

20. In the past (before Communities for Children), were there any inter-agency groups or committees in your area designed to meet the needs of children aged 0-5?

Please mark one.

- Don't know (go to Question 23)
- No (go to Question 23)
- Yes (please specify) _____

21. If you answered Yes to question 21: In your view, how helpful were these groups or committees overall in conducting the following activities?

Please circle or mark the appropriate number.

	If yes, how helpful do you find it?				
	Not helpful		→		Very helpful
Planning (e.g. joint planning, coordination, membership of management committees etc)	1	2	3	4	5
Service delivery (e.g. joint service delivery, joint quality assurance, joint case management, sharing of costs; referrals between agencies)	1	2	3	4	5
Shared information (e.g. exchange of information about projects and funding sources, sharing client information, joint promotional campaigns)	1	2	3	4	5
Professional development (e.g. interagency staff training, joint recruitment)	1	2	3	4	5
Interagency meetings	1	2	3	4	5
Co-location	1	2	3	4	5
Other arrangements (<i>specify</i>)	1	2	3	4	5

22. Please provide any general comments about your agency and the way services are working together in your community and/or any feedback you have on this questionnaire below.

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Aggregated, non-identifiable data may be provided to the Facilitating Partner (the lead community organisation in each CfC site) and their local evaluator. If you do NOT wish your responses to be included in this way, please mark the box below:

I do <u>NOT</u> consent to my responses being included in aggregate data.	
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Thank you very much for completing this questionnaire.