

Appendix F: SFCS Evaluation Instruments

This is an appendix to the *National Evaluation (2004-2008) of the Stronger Families and Communities Strategy 2004-2009* (Muir, et al. 2009). It was prepared for the Department of Families, Housing, Community Services and Indigenous Affairs by the National Evaluation Consortium (Social Policy Research Centre, University of New South Wales, and the Australian Institute of Family Studies). This appendix should be read in conjunction with all other components of the evaluation.

Author

National SFCS Evaluation Team, Social Policy Research Centre.

Table of Contents

1	Fieldwork.....	1
1.1	General interview schedule – Round 1 CfC fieldwork (2006)	1
1.2	General interview schedule – Round 2 fieldwork (2007)	2
1.3	STO interview schedule – Round 1 CfC fieldwork (2006).....	3
1.4	STO interview schedule – Round 2 fieldwork (2007)	4
1.5	Indigenous Families and Children Themed Study – Focus Group Guide (2007).....	5
1.6	Indigenous Families and Children Themed Study – Interview Schedule for Phone Consultations and Indigenous-specific CfC Interviews (2007) (<i>embedded in ‘General interview schedule – Round 2 fieldwork (2007)’ interview schedule</i>)	6
1.7	Indigenous Families and Children Themed Study – Interview Schedule for CfC Fieldwork Sites (2007) (<i>embedded in ‘General interview schedule – Round 2 fieldwork (2007)’ interview schedule</i>).....	7
1.8	Hard to Reach Families and Children Themed Study – Interview Schedule for Local Answers and ItG stakeholders (2007)	8
1.9	Hard to Reach Families and Children Themed Study – Interview Schedule for CfC stakeholders (2007) (<i>embedded in ‘General interview schedule – Round 2 fieldwork (2007)’ interview schedule</i>)	8
2	Service Co-ordination Survey	9
2.1	Snapshot Questionnaire – Wave 1 Survey (2006)	9
2.2	Snapshot Questionnaire – Wave 2 Survey (2008)	19
2.3	Service Mapping Typology – Service Mapping Round 1 Revision and Round 2 (2007).....	25

Abbreviations

CALD	Cultural and Linguistically Diverse
CEO	Chief Executive Officer
CfC	Communities for Children
FP	Facilitating Partners
GP	General Practitioner
ItG	Invest to Grow
LGA	Local Government Area
NGO	Non-Government Organisation
RSL	Returned and Services League
STO	State and Territory Officer

1 Fieldwork

1.1 General interview schedule – Round 1 CfC fieldwork (2006)

1. What is your role here / what type of work do you do?
2. What do you think are the highest priority needs for children aged 0 to 5 years and their families in this site?
3. How effectively are those needs being met at the moment by different agencies?
4. What kind of involvement do you have with Communities for Children?
5. What does Communities for Children do in this site?
6. What impact do you think Communities for Children is having here?
7. In what ways is Communities for Children working well in this site?
 - service provision
 - service coordination
 - integration with other government programs
8. What do you think is helping Communities for Children to work well?
9. What aspects of Communities for Children do you think are not working as well as they could?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
10. What are the major barriers for CfC to be working more effectively?
11. What is the likely longer-term impact of CfC on this site?
12. If you could change one thing about CfC, what would it be?
13. Any other comments?

1.2 General interview schedule – Round 2 fieldwork (2007)

1. What is your role here / what type of work do you do? AND/OR
What kind of involvement do you have with Communities for Children?
2. Have the activities funded through Communities for Children changed since last year? What brought these changes?
3. What impact do you think Communities for Children is having here?
4. In what ways is Communities for Children working well in this site?
 - service provision
 - service coordination
 - integration with other government programs
 - community outcomes

Why? What helps it work well?

5. What aspects of Communities for Children do you think are not working as well as they could?
 - service provision
 - service coordination
 - integration with other government programs
 - community outcomes

Why? What prevents it from working well?

6. How well does the Facilitating Partner model work compared to other funding models (direct funding, collaborative arrangements)?
7. What is the likely longer-term impact of CfC on this site?
8. If you were implementing CfC, what would you do differently?
9. Any other comments?

1.3 STO interview schedule – Round 1 CfC fieldwork (2006)

1. As STO, what kind of involvement do you have with the Communities for Children programs in your state?
2. Are you aware of anything that Communities for Children is doing, or plans to do in [state or territory]?
3. What impact do you think Communities for Children is having?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
4. In what ways is Communities for Children working well?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
5. What do you think is helping Communities for Children to work well?
 - a) internal
 - b) external
6. What aspects of Communities for Children do you think are not working as well as they could?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
7. Are you aware of any barriers to Communities for Children working well in this area?
8. What is the likely longer-term impact of CfC in [state or territory]?
9. If you could change one thing about CfC, what would it be?
10. Any other comments?

1.4 STO interview schedule – Round 2 fieldwork (2007)

1. Has your involvement as STO changed in the last 12 months?
2. What impact do you think Communities for Children is having?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
3. In what ways is Communities for Children working well?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
4. What do you think is helping Communities for Children to work well?
5. What aspects of Communities for Children do you think are not working as well as they could?
 - a) service provision
 - b) service coordination
 - c) integration with other government programs
6. What is the likely longer-term impact of CfC in [state or territory]?
7. If you could change one thing about CfC, what would it be?
8. Any other comments?

1.5 Indigenous Families and Children Themed Study – Focus Group Guide (2007)

Question guide

Service Provision

How has CfC changed the number and type of services provided to Aboriginal and Torres Strait Islander children and families in your area?

How has CfC changed the way services are provided to Aboriginal and Torres Strait Islander children and families in your area (eg. Access, content etc)?

Service Coordination

To what extent do services work together to support Indigenous families in your area? How do they work together?

Prompts: planning (joint, coordinated, common goals), service delivery (referral, joint monitoring, joint case management, shared information or resources), professional development, interagency meetings

What impact has CfC had on the way services work together to support Indigenous families and children?

What factors do you think help these services to work well together in delivering services to Indigenous families?

Prompts: respect, understanding, role clarity, leadership, common goal/vision, experience in Indigenous communities (general), history in this Indigenous community, Indigenous staff

What factors do you think obstruct services from working well together?

Prompts: differences between services, different goals/vision, different levels of government, staff problems, geographic distances, resources, territoriality, competitive funding, non-Indigenous staff

Aboriginal and Torres Strait Islander Children and Families

What impact do you think CfC has had on Aboriginal and Torres Strait Islander families and children in your area?

Prompts: awareness of importance of children, use of services, parent knowledge/skills, child outcomes, increased self-efficacy

What impact do you think CFC has had on the community that is relevant to indigenous families?

1.6 Indigenous Families and Children Themed Study – Interview Schedule for Phone Consultations and Indigenous-specific CfC Interviews (2007)
(embedded in ‘General interview schedule – Round 2 fieldwork (2007)’ interview schedule)

1. What is your role here / what type of work do you do?
2. Can you tell me a bit about your organisation?
3. Can you describe the sort of support that Indigenous families and children get in this area?
4. Has the support available to Indigenous children changed/improved in [area] over the past two years?
5. What kind of involvement do you have with [CfC/ ItG/ Local Answers]?
6. In what ways has [CfC/ ItG/ Local Answers] made a difference to services in [area]?
7. In what ways has [CfC/ ItG/ Local Answers] made a difference to Indigenous families and children in [area]?
8. What factors stop your service from effectively supporting Indigenous families and children?
9. What factors help your service effectively support Indigenous families and children?
10. What do you think the long-term impact of CfC/ItG/Local Answers will be on services that support Indigenous families and children and/or the outcomes for these families and children?
11. If you were implementing [CfC/ ItG/ Local Answers], what would you do differently to give better support to Indigenous families and children?
12. Do you have any other comments?

1.7 Indigenous Families and Children Themed Study – Interview Schedule for CfC Fieldwork Sites (2007) (embedded in ‘General interview schedule – Round 2 fieldwork (2007)’ interview schedule)

1. What impact do you think Communities for Children is having here? [*eg: on children and families from specific groups (Indigenous, CALD, disabled, other hard to reach, fathers)*]
2. In what ways is Communities for Children working well in this site? [*eg: supporting particular client groups: Indigenous, CALD, disabled, other hard to reach, fathers; coordination between specialist services, such as Indigenous services*]
3. How well does the FP model work compared to other funding models (direct funding, collaborative arrangements)? [*eg: What changes to the model would strengthen outcomes for families and children from specific groups (Indigenous, CALD, disability, other hard-to-reach, fathers)?*]

1.8 Hard to Reach Families and Children Themed Study – Interview Schedule for Local Answers and ItG stakeholders (2007)

1. Please describe the Local Answers/ ItG activity you're involved with?
2. What is your role with respect to Local Answers/ ItG?
3. What is the project seeking to achieve?
4. Which groups in this community is the project seeking to engage?
5. Are there any people you think could be using the service but who may be particularly hard to reach? [*eg: culturally diverse families, families with a parent or child with a disability, young parents, fathers, non-custodial parents etc*]
6. What do you think are the main challenges to engaging these 'hard to reach' groups?
7. Is there anything that the service is doing (or thinking of doing) to try to engage these groups? What kinds of things? How successful do you think these attempts have been (or will be), and why?
8. What would help your service to better engage these 'hard to reach' populations?

1.9 Hard to Reach Families and Children Themed Study – Interview Schedule for CfC stakeholders (2007) (*embedded in 'General interview schedule – Round 2 fieldwork (2007)' interview schedule*)

1. Are there any people in this community you think would benefit from using the service but who are particularly hard for CfC to reach? [*eg: culturally diverse families, families with a parent or child with a disability, young parents, fathers, non-custodial parents etc*]
2. What kinds of things have been done in the site to try to engage these groups? How effective do you think they have been, and why?
3. What do you think are the main challenges to engaging these 'hard to reach' groups?
4. What would help CfC to better engage 'hard to reach' populations?

2 Service Co-ordination Survey

2.1 Snapshot Questionnaire – Wave 1 Survey (2006)

**Stronger Families and Communities Strategy
National Evaluation**

Snapshot Questionnaire 2006

Today's date _____

Your name: (optional) _____

Name of your agency _____

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

1. 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

2. 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 to 5 year olds and their families, including those who are not directly involved with Communities for Children.

- Yes
- No

3. 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*) _____

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

How much of your agency's activity in the LGA/CfC site is devoted specifically to services for 0 to 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

5. 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)			

6. 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).

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.

	Is your agency involved?		If yes, how helpful do you find it? 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)							

7. 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

8. Below is a list of factors that may hinder effective partnerships among agencies that provide services to children aged 0 to 5 years 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 (please list)	1 2 3 4 5		<input type="checkbox"/>

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

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.

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 (please list)	1	2	3	4	5	<input type="checkbox"/>

10. 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 to 5 years 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 to 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 to 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

11. 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

12. 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

13. Does your agency provide services to 0 to 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

14. 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

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

Please mark one.

- Yes, fully
- Mostly
- Somewhat

- Not really
- Not at all

16. 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 to 5 years?

Please mark one.

- Don't know (go to Question 22)
- No (go to Question 22)
- Yes (please specify)

17. If you answered Yes to question 20: 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

18. 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.

2.2 Snapshot Questionnaire – Wave 2 Survey (2008)

**Stronger Families and Communities Strategy
National Evaluation**

Snapshot Questionnaire 2008

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

Name of your agency _____

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

1. 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 _____

2. 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 to 5 year olds and their families, including those who are not directly involved with Communities for Children.*

- Yes
- No

3. 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*) _____

4. How much of your agency's activity in the LGA/CfC site is devoted specifically to services for 0 to 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 WITH OTHER AGENCIES

5. How do you see your current working relationship with other services in your area?

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

6. How coordinated are 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

7. How often does your agency provide services to 0 to 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

8. 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

9. 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
Joint planning	No	Yes	1	2	3	4	5
Referring clients between agencies	No	Yes	1	2	3	4	5
Joint service delivery or case management	No	Yes	1	2	3	4	5
Exchanging information (about clients, projects, funding sources etc.)	No	Yes	1	2	3	4	5
Interagency staff training	No	Yes	1	2	3	4	5
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)

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

Please mark as many options as necessary

	CEO	Senior/ Area Manager	Service coordinator/ service manager	Frontline Staff	Not involved
Joint planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Referring clients between agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joint service delivery or case management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchanging information (about clients, projects, funding sources etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interagency staff training	<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 (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT WORKING IN YOUR COMMUNITY

11. Below is a list of factors that may hinder effective partnerships among agencies that provide services to children aged 0 to 5 years in your community. Please indicate how accurately these factors apply in your site.³

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"/>

³ 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.

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 (please list)	1	2	3	4	5	<input type="checkbox"/>

12. Below is a list of factors that may **promote** effective partnerships among agencies that provide services to children aged 0 to 5 years 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 accurate	at all	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 (please list)	1	2	3	4	5	<input type="checkbox"/>

13. 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
	1	2	3	4	5	
There is understanding among agencies of the importance of the early years.	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"/>
There is a shared commitment to involving community members in developing services for 0 to 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 and supporting children or families at risk.	1	2	3	4	5	<input type="checkbox"/>
Comments						

14. 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.

15. Aggregated, non-identifiable data may be provided to the Facilitating Partner (the lead community organisation in each CfC site) and their local evaluator. Do you consent to your responses to be included in this way?

- Yes
- No

Thank you very much for completing this questionnaire.

2.3 Service Mapping Typology – Service Mapping Round 1 Revision and Round 2 (2007)

Service Category	Service type
1. Education	<p>1.1 Early education services, e.g.</p> <ul style="list-style-type: none"> • Preschool • Long day care • Occasional care • Playgroups • Story time • Toy libraries <p>1.2 Primary schools</p> <p>1.3 Other, e.g.</p> <ul style="list-style-type: none"> • Social group activities (social activities for home educating families) • Community early literacy programs • Adult literacy programs
2. Population groups with higher risk of disadvantage	<p>2.1 Culturally and linguistically diverse (CALD)</p> <ul style="list-style-type: none"> • Including all services for CALD families – education, health, support services, supportive networks <p>2.2 Indigenous</p> <ul style="list-style-type: none"> • Including all services for Indigenous families – education, health, support services, supportive networks <p>2.3 Disability</p> <ul style="list-style-type: none"> • Including all disability services for 0 to 5 years year olds and their families – education, health, support services, supportive networks

Service Category	Service type
3. General child & family	<p data-bbox="587 405 943 443">3.1 Community hubs, e.g.</p> <ul data-bbox="639 450 991 562" style="list-style-type: none"> <li data-bbox="639 450 943 488">• Community centres <li data-bbox="639 488 991 526">• Neighbourhood centres <li data-bbox="639 526 991 562">• Neighbourhood houses <p data-bbox="587 562 1050 600">3.2 Community development, e.g.</p> <ul data-bbox="639 607 1308 712" style="list-style-type: none"> <li data-bbox="639 607 1198 645">• Community development organisations <li data-bbox="639 645 1308 712">• Local government community development officers <p data-bbox="587 712 986 750">3.3 Information services, e.g.</p> <ul data-bbox="639 757 1308 862" style="list-style-type: none"> <li data-bbox="639 757 1308 824">• Info on family planning, sexual health, sexual abuse, child safety etc. <li data-bbox="639 824 810 862">• Referrals <p data-bbox="587 862 815 900">3.4 Welfare, e.g.</p> <ul data-bbox="639 907 826 945" style="list-style-type: none"> <li data-bbox="639 907 826 945">• Centrelink <p data-bbox="587 945 810 983">3.5 Counselling</p> <p data-bbox="587 983 895 1021">3.6 Early intervention</p> <p data-bbox="587 1021 916 1059">3.7 Family support, e.g.</p> <ul data-bbox="639 1066 1043 1290" style="list-style-type: none"> <li data-bbox="639 1066 991 1104">• Single mothers support <li data-bbox="639 1104 916 1142">• Women's refuges <li data-bbox="639 1142 1043 1180">• Domestic violence services <li data-bbox="639 1180 916 1218">• Parenting support <li data-bbox="639 1218 879 1256">• Fathers groups <li data-bbox="639 1256 986 1290">• Young mothers groups <p data-bbox="587 1290 868 1328">3.8 Child protection</p> <p data-bbox="587 1328 783 1366">3.9 Other, e.g.</p> <ul data-bbox="639 1373 1308 1590" style="list-style-type: none"> <li data-bbox="639 1373 799 1411">• Housing <li data-bbox="639 1411 900 1449">• Financial advice <li data-bbox="639 1449 1308 1516">• Advocacy (incl. legal services, NGO advocacy orgs) <li data-bbox="639 1516 1075 1554">• Community transport services <li data-bbox="639 1554 970 1590">• Employment services

Service Category	Service type
4. Health	<p data-bbox="587 405 887 443">4.1 Allied Health, e.g.</p> <ul data-bbox="639 443 967 562" style="list-style-type: none"> <li data-bbox="639 443 919 481">• Speech pathology <li data-bbox="639 481 874 519">• Physiotherapy <li data-bbox="639 519 967 562">• Occupational therapy <p data-bbox="587 562 1286 600">4.2 Child and family health/community health, e.g.</p> <ul data-bbox="639 600 1062 869" style="list-style-type: none"> <li data-bbox="639 600 1031 638">• Community health centres <li data-bbox="639 638 919 676">• Health promotion <li data-bbox="639 676 1031 714">• Remote family health care <li data-bbox="639 714 871 752">• Immunisation <li data-bbox="639 752 850 790">• Baby clinics <li data-bbox="639 790 1062 828">• Community health strategies <li data-bbox="639 828 1002 869">• Drug & alcohol services <p data-bbox="587 869 735 907">4.3 Dental</p> <p data-bbox="587 907 983 945">4.4 GPs and medical centres</p> <p data-bbox="587 945 775 983">4.5 Hospitals</p> <p data-bbox="587 983 927 1021">4.6 Maternal health, e.g.</p> <ul data-bbox="639 1021 1086 1133" style="list-style-type: none"> <li data-bbox="639 1021 879 1059">• Antenatal care <li data-bbox="639 1059 903 1097">• Feeding support <li data-bbox="639 1097 1086 1133">• Maternal & child health nurses <p data-bbox="587 1133 839 1171">4.7 Mental Health</p> <p data-bbox="587 1171 951 1209">4.8 Specialist services, e.g.</p> <ul data-bbox="639 1209 887 1321" style="list-style-type: none"> <li data-bbox="639 1209 887 1247">• Dermatologists <li data-bbox="639 1247 855 1285">• Optometrists <li data-bbox="639 1285 866 1321">• Orthodontists

Service Category	Service Type
5. Supportive networks, e.g. organisations involved with the planning and development of services	5.1 State Government Departments
	5.2 Interagency chairs
	5.3 GP peak bodies
	5.4 Child care peak bodies
	5.5 Early years partnerships, e.g. <ul style="list-style-type: none">• Best Start networks etc
	5.6 Associations/Committees, e.g. <ul style="list-style-type: none">• Foster Care Queensland• Queensland Country Women's Association• Education Networks• Catholic Education Office• Community groups
	5.7 Local Councils (Broad category to use where no Community Development Worker contact or specific service is listed)

Venues where no specific service can be listed should be omitted, e.g.

- Swimming pools
 - Leisure centres
 - Masonic Halls
 - RSL Clubs
 - Churches and religious associations
 - Retail outlets, restaurants, etc.
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