

Measuring outcomes in family support:
Practitioners' Guide

Family workers exploring topics: Tool 7



Family Support Services
Association of NSW
www.fssansw.asn.au



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These tools are part of the *Measuring outcome in family support: Practitioners' Guide*. See the web site for further details www.mapl.com.au/support/FSSA/.

Introduction

Measuring outcomes in family support involves families, workers, services, peak organisations, universities and government.

The following tools may be useful to family support services. There are many other tools required for other players.

Family support services are diverse. There is no one set of tools that all family support services can use and adopt.

These tools have been developed on the basis that they will be used and modified by individual family support services to meet their needs.

The tools

There are four tools that can be **used in family support services in the service delivery process** and modified as required:

Tool 1 Snapshot of Life - Client's picture

This can be used early in service delivery, later in service delivery and on completion.

Tool 2 Snapshot of life - Worker's picture

This can be used early in service delivery, later in service delivery and on completion.

Tool 3 Goals - joint client and worker picture

This can be used jointly by the client and the worker during service delivery

Tool 4 Service facts and figures

This is data gathered about the client (eg age, gender, type of family) and services provided (eg amount and frequency of service).

These four tools are available in a separate document *Family workers: Tools 1 to 4*.

These tools help paint a picture of the client's situation, the services provided and the changes taking place in the client and their situation over time.

They can be used with individual clients. The results can also be collated and analysed to review groups of clients, eg, all the clients in a family support service.

There are two tools that are longer versions of the material in Tools 1 to 4. They are more likely to be **used in research projects or in services that have a research focus:**

Tool 5 Snapshot of life (Long Version)

Tool 6 Service facts and figures (Long Version)

Tools 5 and 6 are available in a separate document *Family Worker Research: Tools 5 and 6*.

Introduction

Tool 7 includes topic tools which can be **used to explore specific topics in service delivery or research:**

Tool 7:

- Topic 1 - Social capital
- Topic 2 - Life's practicalities
- Topic 3 - Life experiences and outlook
- Topic 4 - Feelings about parenting
- Topic 5 - Relationship with spouse
- Topic 6 - Storybook reading
- Topic 7 - Children
- Topic 8 - Practical parenting
- Topic 9 - Building strengths
- Topic 10 - Significant life events
- Topic 11 - Stress
- Topic 12 - Participation in community organisations
- Topic 13 - Information
- Topic 14 - Beliefs about others
- Topic 15 - Young person's experience (12 year old or older)
- Topic 16 - Groups
- Topic 17 - Family worker services

Topics within Tool 7 can be used in a service that wishes to explore a particular topic with a group of clients.

Tool 7 is included in this document.

Goals for the tools

The tools are intended to be useful to:

- Family support workers working with families
- Services (to gain an overview of outcomes from their services)
- The Family Support Services Association of NSW and its members in describing what they achieve (including reporting to funding bodies)
- The Family Support Services Association of NSW and its members in researching practice issues
- Other human service organisations.

The tools have been developed with the following principles in mind:

- The tools will be holistic tools, ie tools which focus on changes in the 'whole of life' rather than specific outcomes related to each intervention.
- The tool will be designed to monitor changes in individual clients and their circumstances - the point of comparison will be the client not a population standard.
- The data from using the tool will also be able to show changes in groups of clients, eg clients participating in a new service model.
- The clients should be involved in using the tools and reflecting in the information gathered.

Introduction

Development of the tools

The tools are in the process of development. The tools in this document are Version 1. They have been through a research and piloting process.

Further research will be undertaken.

The Tools are for use with clients who are receiving services for periods longer than 8 weeks. Once these tools have been further developed other tools may be developed for short term interventions.

Using the tools

The tools will require modification to suit local services. Local services may find parts or all of the tools useful.

To use the tools appropriately requires an understanding of family support, an understanding of evaluation and an understanding of all the practical paradoxes and dilemmas associated with measuring outcomes. See the *Measuring outcomes in family support: Practitioners' Guide* for details www.mapl.com.au/support/FSSA/.

The tools in this document may be freely used by non-profit human service organisations for use in improving the quality of their services.

Commercial use is not permitted without written permission from both Paul Bullen and the NSW Family Support Services Association. Contact Paul Bullen for further details (paul.bullen@mapl.com.au).

Data collation, analysis and reporting

The tools can be used in relation to individual clients or groups of clients.

For individual clients comparisons can be made between a clients and workers answers early in the service process and on completion.

For groups of clients data will need to be collated and analysed and a report prepared.

Ideally the data from each of the tools needs to be linked together so that is possible for example to analyse the Snapshot of life data in Tools 1 and 2 in relation to the goals in Tool 3 and service usage data in Tool 4. To do this each tool will require the name of the client of a unique client number.

Examples of data analysis and reporting will be included in the June 2004 update to the site.

Limitations

These tools are in English, using them requires sufficient literacy skills. Many clients don't speak English as their first language. Many clients have minimal literacy skills.

The tools should only be used in appropriate circumstances, eg, where people have good English skills and sufficient literacy skills.

Developing the Practitioner's guide

This guide and the tools were developed by Paul Bullen in collaboration with and for the Family Support Services Association of NSW and its members. The project received a small

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financial contribution from the NSW Department of Community Services which met some of the development costs.

Contact details and suggestions and comments for further development

We wish to update the tools in June 2004 based on the experiences of clients, family workers and services using the tools.

If you use the Tools please send the *Contact details and feedback form* (over page) to Paul Bullen.

To further develop the tools we need to know who is using them so we can contact users and talk through practice issues.

Contact details and feedback form

We wish to update the tools in June 2004 based on the experiences of clients, family workers and services using the tools. There may be minor revisions prior to that date.

To do this we need to know what services are using the tools so we can contact them and learn from their experiences.

If you use the tools please complete your contact details and the feedback form and send it to Paul Bullen:

Mail: Paul Bullen, PO BOX 181, Coogee, NSW 2034, Australia
Fax: Australia: 02 9315 7542
International + 61 2 9315 7542
Email: paul.bullen@mapl.com.au

Contact details

1. What are your contact details:

Name of organisation.....
Contact person

Mailing address

.....

Fax:

Telephone:

Email:

This information will be used only for the purpose of contacting users in the further development of the outcome tools. It will not be provided to any third party.

Use of background information on the web site

2. Did you use the background information on the web site?

- Yes I used it
- Yes, I used it a little
- No, not at all

The background information included topics such as: What is evaluation? How can we evaluate family support services? Where does measuring outcomes fit? What are some of the paradoxes and dilemmas in practice? How do we respond?

3. Overall was the background information on the web site useful?

- Yes very useful
- Yes, useful
- Yes, a little useful
- No, not useful

(.....continued over page)

Contact details and feedback form

Tools you are using/intend to use

4. What tools have you used/ do you intend to use?

- Tool 1 Snapshot of Life - Client's picture
- Tool 2 Snapshot of life - Worker's picture
- Tool 3 Goals - joint client and worker picture
- Tool 4 Service facts and figures
- Tool 5 Snapshot of life (Long Version)
- Tool 6 Service facts and figures (Long Version)
- Tool 7 includes topic tools which can be used to explore specific topics in service delivery or research

If you have used/intend to use topics from Tool 7 which topics?

- | | |
|--|---|
| <input type="radio"/> Topic 1 - Social capital | <input type="radio"/> Topic 10 - Significant life events |
| <input type="radio"/> Topic 2 - Life's practicalities | <input type="radio"/> Topic 11 - Stress |
| <input type="radio"/> Topic 3 - Life experiences and outlook | <input type="radio"/> Topic 12 - Participation in community organisations |
| <input type="radio"/> Topic 4 - Feelings about parenting | <input type="radio"/> Topic 13 - Information |
| <input type="radio"/> Topic 5 - Relationship with spouse | <input type="radio"/> Topic 14 - Beliefs about others |
| <input type="radio"/> Topic 6 - Storybook reading | <input type="radio"/> Topic 15 - Young person's experience (12 year old or older) |
| <input type="radio"/> Topic 7 - Children | <input type="radio"/> Topic 16 - Groups |
| <input type="radio"/> Topic 8 - Practical parenting | <input type="radio"/> Topic 17 - Family worker services |
| <input type="radio"/> Topic 9 - Building strengths | |

5. Have you/do you intend to make modifications to the tools?

- Yes, significant modifications
- Yes, some modifications
- Yes, minor modifications
- No, no or almost no modifications

6. When these materials are updated what updates would you like to see included?

.....

.....

.....

7. What other future developments of these tools would you find useful?

.....

.....

.....

If you use or intend to use the tools please send the two pages above to Paul Bullen.

Overview of Tools 7

Introduction

These tools are designed to help services explore specific issues.

It is envisaged that questions from one or more of the topics would be incorporated into other service processes.

For example if a service were wanted to study how well the clients were connected with their communities the questions in Topic 1 could be included in the assessment process.

The topic tools have developed using a variety of sources. The source materials have been revised and amended in consultation with family workers and service managers and amended on the basis of analysis of the pilot questionnaires.

Uses

These tools can be used in many different ways including

- By individual clients a one point in time.
- By individual clients at several points in time to monitor changes over time
- By individual clients and workers separately to compared client and worker viewpoints
- To develop a profile of clients within a local service
- To develop a profile of clients across a region such as NSW.

Sources

The tools have been developed in consultation with family workers, counsellors and service managers and coordinators. Some tools have used as their starting point other sources. Some tools from other sources have been used as is. The following is a list of sources for each tool.

Topic 1 - Social capital. Based on Bullen & Onyx, Social Capital Survey in Measuring Social Capital in Five communities in NSW, Practitioners Guide.

Topic 2 - Life's practicalities. Based on questions developed by Paul Bullen with family workers and counsellors.

Topic 3 - Life experiences and outlook. Based on questions developed by Paul Bullen with family workers and counsellors and the Warnervale Community Survey, Wyong Shire Council.

Topic 4 - Feelings about parenting. Based on questions from Abibin, Parenting Stress, Halverson & Duke, Parent Satisfaction, Gibaud-Wallston & Wandersman, Parenting Sense of Competence and work with family workers and service managers and coordinators.

Topic 5 - Relationship with spouse. Based on McMaster Family Assessment Device in Department of Family and Community Services, Indicators of Social and Family Functioning

Topic 6 - Storybook reading. Based on Institute of Early Childhood Studies, Department of Education and Training and Burnside, Storybook Reading

Topic 7 - Children. Based on questions developed by Paul Bullen with family workers and service coordinators.

Topic 8 - Practical parenting. Based on the conceptual framework of Stephen Greenspan, University of Connecticut and related assessment tool questions and work with family workers and service coordinators and managers.

Topic 9 - Building strengths. Based on questions developed by Paul Bullen with family workers, service coordinators and counsellors.

Topic 10 - Significant life events. Based on work by Paul Bullen & Department of Family and Community Services, Indicators of Social and Family Functioning

Topic 11 - Stress. Based on questions in the Warnervale Community Survey, Wyong Shire Council.

Topic 12 - Participation in community organisations. Based on questions in the Warnervale Community Survey, Wyong Shire Council.

Topic 13 - Information. Based on questions in the Warnervale Community Survey, Wyong Shire Council.

Topic 14 - Beliefs about others. Based on questions in the Warnervale Community Survey , Wyong Shire Council.

Topic 15 - Young person's experience (12 year old or older). Based on materials developed by Paul Bullen and Anglicare as part of a survey of young people.

Topic 16 - Groups. Based on materials developed by Paul Bullen

Topic 17 - Family worker services. Based on materials developed by Paul Bullen

See Endnote 3 Connections and Links on the web site www.mapl.com.au/support/FSSA/ for further details including links to original sources and related background materials.

Topic 1 - Social capital

a	Some say that by helping others you help yourself in the long run. Do you agree? <i>No, not much</i> 1 2 3 4 <i>Yes, very much</i>
b	Do you help out a local group as a volunteer? <i>No, not at all</i> 1 2 3 4 <i>Yes, often (at least once a week)</i>
c	Have you ever picked up other people's rubbish in a public place? <i>No, never</i> 1 2 3 4 <i>Yes, frequently</i>
d	Do you feel safe walking down your street after dark? <i>No, not much</i> 1 2 3 4 <i>Yes, very much</i>
e	Do you agree that most people can be trusted? <i>No, not much</i> 1 2 3 4 <i>Yes, very much</i>
f	If someone's car breaks down outside your house, do you invite them into your home to use the phone? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>
g	Can you get help from friends when you need it? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>
h	Does your area have a reputation for being a safe place? <i>No, not at all</i> 1 2 3 4 <i>Yes</i>
i	If you were caring for a child and needed to go out for a while, would you ask a neighbour for help? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>
j	Have you visited a neighbour in the past week? <i>No, not at all</i> 1 2 3 4 <i>Yes, frequently</i>
k	Have you attended a local community event in the past 6 months (eg, church fete, school concert, craft exhibition)? <i>No, not at all</i> 1 2 3 4 <i>Yes, several (at least 3)</i>
l	Are you an active member of a local organisation or club (eg, sport, craft, social club)? <i>No, not at all</i> 1 2 3 4 <i>Yes, very active</i>
m	Does your local community feel like home? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>

n	In the past week, how many phone conversations have you had with friends? <i>None</i> 1 2 3 4 <i>Many (at least 6)</i>
o	How many people did you talk to yesterday? <i>None at all</i> 1 2 3 4 <i>Many (at least 10)</i>
p	Do you go outside your local community to visit your family? <i>No, not much</i> 1 2 3 4 <i>Yes, nearly always</i>
q	When you go shopping in your local area are you likely to run into friends and acquaintances? <i>No, not much</i> 1 2 3 4 <i>Yes, nearly always</i>
r	If you need information to make a life decision, do you know where to find that information? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>
s	Do you feel valued by society? <i>No, not much</i> 1 2 3 4 <i>Yes, very much</i>
t	If you were to die tomorrow, would you be satisfied with what your life has meant? <i>No, not much</i> 1 2 3 4 <i>Yes, very much</i>
u	In the past 6 months, have you done a favour for a sick neighbour? <i>No, not at all</i> 1 2 3 4 <i>Yes, frequently (at least 5 times)</i>
v	Are you on a management committee or organising committee for any local group or organisation? <i>No, not at all</i> 1 2 3 4 <i>Yes, several (at least 3)</i>
w	In the past 3 years, have you ever joined a local community action to deal with an emergency? <i>No, not at all</i> 1 2 3 4 <i>Yes, frequently (at least 5 times)</i>
x	In the past 3 years have you ever taken part in a local community project or working bee? <i>No, not at all</i> 1 2 3 4 <i>Yes, very much</i>
y	Have you ever been part of a project to organise a new service in your area (eg, youth club, scout hall, child care, recreation for disabled)? <i>No, not at all</i> 1 2 3 4 <i>Yes, several times(at least 3)</i>
z	If you disagree with what everyone else agreed on, would you feel free to speak out? <i>No, not at all</i> 1 2 3 4 <i>Yes, definitely</i>

aa	If you have a dispute with your neighbours (eg, over fences or dogs) are you willing to seek mediation? <i>No, not at all</i> 1	2	3	<i>Yes, definitely</i> 4
bb	Do you think that multiculturalism makes life in your area better? <i>No, not at all</i> 1	2	3	<i>Yes, definitely</i> 4
cc	Do you enjoy living among people of different life styles? <i>No, not at all</i> 1	2	3	<i>Yes, definitely</i> 4
dd	If a stranger, someone different, moves into your street, would they be accepted by the neighbours? <i>No, not easily</i> 1	2	3	<i>Yes, definitely</i> 4
ee	Over the weekend do you have lunch/dinner with other people outside your household? <i>No, not much</i> 1	2	3	<i>Yes, nearly always</i> 4

Topic 2 - Life's practicalities

To what extent do you agree with the following statements. Circle the appropriate number.

-3 = *strongly disagree* ? = *unsure* +3 = *strongly agree*

	Disagree	Agree
a) I have adequate income	-3 -2 -1 ? +1 +2 +3	
b) I have the amount and type of employment I want at present <input type="checkbox"/> not applicable	-3 -2 -1 ? +1 +2 +3	
c) I am happy about my housing situation	-3 -2 -1 ? +1 +2 +3	
d) I am happy with the level of education I have achieved at this point	-3 -2 -1 ? +1 +2 +3	
e) I have OK access to transport to allow me to do the things I want to do	-3 -2 -1 ? +1 +2 +3	
f) In general, I have excellent health	-3 -2 -1 ? +1 +2 +3	
g) I enjoy my work - whether paid or unpaid	-3 -2 -1 ? +1 +2 +3	

Topic 3 - Life experiences and outlook

To what extent do you agree with the following statements. Circle the appropriate number.

-3 = *strongly disagree* ? = *unsure* +3 = *strongly agree*

	Disagree	Agree
a) I often feel rushed, pressured and too busy	-3 -2 -1 ? +1 +2 +3	
b) I often feel I have time on my hands that I don't know what to do with	-3 -2 -1 ? +1 +2 +3	
c) I feel I am really stressed out in recent weeks	-3 -2 -1 ? +1 +2 +3	
d) If something can go wrong for me it will	-3 -2 -1 ? +1 +2 +3	
e) It is hard to balance responsibilities at work and home <input type="checkbox"/> not applicable - no paid work	-3 -2 -1 ? +1 +2 +3	
f) If I were to die tomorrow I would be satisfied with what my life has meant	-3 -2 -1 ? +1 +2 +3	
g) I would like to get more involved with the community, but inevitably something else is a higher priority	-3 -2 -1 ? +1 +2 +3	
h) I always go out of my way to help others	-3 -2 -1 ? +1 +2 +3	
i) I feel valued by society	-3 -2 -1 ? +1 +2 +3	
j) I find my life is a struggle	-3 -2 -1 ? +1 +2 +3	
k) Most other people have more opportunities than I do	-3 -2 -1 ? +1 +2 +3	
l) I have achieved everything I wanted at this point of my life	-3 -2 -1 ? +1 +2 +3	
m) I don't see the point in getting involved with things, you can't change them	-3 -2 -1 ? +1 +2 +3	
n) It is up to me to take responsibility for what happens in my own life	-3 -2 -1 ? +1 +2 +3	

Topic 4 - Feelings about parenting

To what extent do you agree with the following statements. Circle the appropriate number.

-3 = *strongly disagree* ? = *unsure* +3 = *strongly agree*

		Disagree					Agree	
a	I expected to have closer and warmer feelings for my child than I do and this bothers me.	-3	-2	-1	?	+1	+2	+3
b	Sometimes my child misbehaves just to annoy me.	-3	-2	-1	?	+1	+2	+3
c	Since having a child I feel that I am almost never able to do things that I like to do.	-3	-2	-1	?	+1	+2	+3
d	I feel like I am working alone in trying to deal with my child's behaviour.	-3	-2	-1	?	+1	+2	+3
e	When I go out with friends I usually expect not to enjoy myself	-3	-2	-1	?	+1	+2	+3
f	I often have the feeling that other people my own age don't particularly like my company.	-3	-2	-1	?	+1	+2	+3
g	During the past six months I have been sicker than usual or have had more aches and pains than I normally do.	-3	-2	-1	?	+1	+2	+3
h	Child rearing is not as rewarding as I thought it would be.	-3	-2	-1	?	+1	+2	+3
i	Compared with outside employment, child rearing is more satisfying.	-3	-2	-1	?	+1	+2	+3
j	I am unhappy in the parenting role most of the time.	-3	-2	-1	?	+1	+2	+3
k	I really enjoy talking about my child(ren).	-3	-2	-1	?	+1	+2	+3
l	I feel like I should have better control over my child's behaviour.	-3	-2	-1	?	+1	+2	+3
m	You know, it's hard being stuck home with the children.	-3	-2	-1	?	+1	+2	+3

Topic 5 - Relationship with spouse

4. You and your spouse/partner I do not have a spouse/partner - go to question 5 below

To what extent do you agree or disagree with the following statements? *Please circle the most appropriate number*

		-3	-2	-1	?	+1	+2	+3
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>		
a	Planning family activities is difficult because we misunderstand each other.	-3	-2	-1	?	+1	+2	+3
b	In times of crisis we can turn to each other for support.	-3	-2	-1	?	+1	+2	+3
c	Making decisions is a problem in our family.	-3	-2	-1	?	+1	+2	+3
d	We are able to make decisions about how to solve problems	-3	-2	-1	?	+1	+2	+3
e	We confide in each other	-3	-2	-1	?	+1	+2	+3
f	We don't get on well together	-3	-2	-1	?	+1	+2	+3
g	Since having my child, my spouse/partner has not given me as much help and support as I expected.	-3	-2	-1	?	+1	+2	+3
h	Since having a child my spouse/partner and I don't do as many things together.	-3	-2	-1	?	+1	+2	+3
i	Since having my child, my spouse/partner and I don't spend as much time together as a family as I had expected.	-3	-2	-1	?	+1	+2	+3

Topic 6 - Storybook reading

a	Do you or other members of your household read or look at books with your child(ren)? <input type="radio"/> yes <input type="radio"/> no If NO go to the top of the next page
b	How often do you read or look at books with your child(ren) in a typical week? <input type="radio"/> rarely <input type="radio"/> once <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 or more times
c	Who reads or looks at books with your child(ren) at home? mother/partner <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable father/partner <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable brother/sister <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable grandparent <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable carer <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable other <input type="radio"/> yes <input type="radio"/> no <input type="radio"/> not applicable
d	How many children's books are in the home? <input type="radio"/> none <input type="radio"/> 1-10 <input type="radio"/> 10-20 <input type="radio"/> 20-40 <input type="radio"/> 40-60 <input type="radio"/> more than 60
e	Do you take your child(ren) to the local library? <input type="radio"/> 1.no <input type="radio"/> 2. a few times a year <input type="radio"/> 3.once every few months <input type="radio"/> 4.once a month <input type="radio"/> 5.once a week

Topic 7 - Children

How many children living in your household?children

Answer the following for each child in the household:

If you have more than four children, complete the following for the four youngest children.

Child	Child 1	Child 2	Child 3	Child 4
a Year of birth
b Gender	<input type="radio"/> Male <input type="radio"/> Female	<input type="radio"/> Male <input type="radio"/> Female	<input type="radio"/> Male <input type="radio"/> Female	<input type="radio"/> Male <input type="radio"/> Female
c Relationship to child Natural parent Foster parent Step parent Other	<input type="radio"/> Natural <input type="radio"/> Foster <input type="radio"/> Step <input type="radio"/> Other	<input type="radio"/> Natural <input type="radio"/> Foster <input type="radio"/> Step <input type="radio"/> Other	<input type="radio"/> Natural <input type="radio"/> Foster <input type="radio"/> Step <input type="radio"/> Other	<input type="radio"/> Natural <input type="radio"/> Foster <input type="radio"/> Step <input type="radio"/> Other
d Has the child a disability No Yes, an intellectual disability Yes, a physical disability	<input type="radio"/> No <input type="radio"/> Yes, int <input type="radio"/> Yes, phy	<input type="radio"/> No <input type="radio"/> Yes, int <input type="radio"/> Yes, phy	<input type="radio"/> No <input type="radio"/> Yes, int <input type="radio"/> Yes, phy	<input type="radio"/> No <input type="radio"/> Yes, int <input type="radio"/> Yes, phy
e Are any of the following significant issues for the child:	Yes A little No	Yes A little No	Yes A little No	Yes A little No
1 Health	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
2 School attendance	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
3 School performance	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
4 Relationships with adults in household	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>
5 Relationships with children in household	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
6 Lack of friends	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
7 Behaviour at home	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>	Yes A little No <input type="radio"/> <input type="radio"/> <input type="radio"/>
8 Behaviour at school	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
9 Behaviour elsewhere	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>

Topic 8 - Practical parenting

To what extent do you think the following are strengths in your family and household?

Please circle the most appropriate number

0 = Definitely not a strength 5 = Going OK 10 = Big strength

		<i>No a strength</i>	<i>OK</i>	<i>Big strength</i>
a	The house is clean, tidy and organised	0	1 2 3 4 5 6 7 8 9 10	
b	I can organise someone else to look after my child(ren) when I go out without him/her/them	0	1 2 3 4 5 6 7 8 9 10	
c	I encourage my child(ren) to play and explore	0	1 2 3 4 5 6 7 8 9 10	
d	I take my child(ren)'s feelings seriously	0	1 2 3 4 5 6 7 8 9 10	
e	The kitchen and food preparation areas are clean	0	1 2 3 4 5 6 7 8 9 10	
f	My child(ren) get(s) plenty of exercise	0	1 2 3 4 5 6 7 8 9 10	
g	My child(ren) has/ve adequate clothing	0	1 2 3 4 5 6 7 8 9 10	
h	I can ignore minor annoyances from my child(ren)	0	1 2 3 4 5 6 7 8 9 10	
i	My child(ren) has/ve friends they play with	0	1 2 3 4 5 6 7 8 9 10	
j	When I am angry with my child(ren) I can exercise self-control and so don't take it out on him/her/them	0	1 2 3 4 5 6 7 8 9 10	
k	I am good at managing money	0	1 2 3 4 5 6 7 8 9 10	
l	I enjoy talking with my child(ren) about all kinds of things	0	1 2 3 4 5 6 7 8 9 10	
m	I avoid smacking my child(ren) to discipline them	0	1 2 3 4 5 6 7 8 9 10	
n	If my child is sick I can get good medical advice	0	1 2 3 4 5 6 7 8 9 10	
o	When I need to I can be well planned and organised	0	1 2 3 4 5 6 7 8 9 10	
p	My child(ren) has/ve a wide variety of toys and objects to look at, play with and explore	0	1 2 3 4 5 6 7 8 9 10	
q	When disciplining my child(ren) I avoid calling him/her/them names to put them in their place.	0	1 2 3 4 5 6 7 8 9 10	
r	I enjoy spending time with my child(ren) doing things they like	0	1 2 3 4 5 6 7 8 9 10	
s	I try to avoid hurting my child(ren)'s feelings unnecessarily	0	1 2 3 4 5 6 7 8 9 10	
t	My child(ren) get plenty of good nutritional meals	0	1 2 3 4 5 6 7 8 9 10	
u	My child(ren) feel safe in our home	0	1 2 3 4 5 6 7 8 9 10	
v	When I set limits for my child(ren) I explain the reasons for the limits	0	1 2 3 4 5 6 7 8 9 10	

w	I encourage my child(ren) to develop their independence	0	1	2	3	4	5	6	7	8	9	10
x	I encourage my child(ren) and praise him/her/them when they achieve things	0	1	2	3	4	5	6	7	8	9	10

Topic 9 Building strengths

To what extent do you think the following are strengths in your family and household?

Please circle the most appropriate number

0 = Definitely not a strength 5 = Going OK 10 = Big strength

Extended family, friends, neighbourhood and community networks											
	<i>No strength</i>			<i>OK</i>			<i>Big strength</i>				
1. Relationships with extended family members	0	1	2	3	4	5	6	7	8	9	10
2. Relationships with friends	0	1	2	3	4	5	6	7	8	9	10
3. Relationships with neighbours	0	1	2	3	4	5	6	7	8	9	10
4. Relationships and connections with the wider community (eg, play group, school, clubs, services)	0	1	2	3	4	5	6	7	8	9	10
Resources											
5. My education	0	1	2	3	4	5	6	7	8	9	10
6. Housing	0	1	2	3	4	5	6	7	8	9	10
7. My work/employment	0	1	2	3	4	5	6	7	8	9	10
8. Transportation	0	1	2	3	4	5	6	7	8	9	10
9. Enough money	0	1	2	3	4	5	6	7	8	9	10
10. Material resources, eg, furniture	0	1	2	3	4	5	6	7	8	9	10
Self											
11. My self esteem /self confidence	0	1	2	3	4	5	6	7	8	9	10
12. My outlook on life	0	1	2	3	4	5	6	7	8	9	10
13. My being relaxed/ not stressed out	0	1	2	3	4	5	6	7	8	9	10
14. My health	0	1	2	3	4	5	6	7	8	9	10
15. My being a parent	0	1	2	3	4	5	6	7	8	9	10
16. My personal safety	0	1	2	3	4	5	6	7	8	9	10
My skills											
17. Parenting skills	0	1	2	3	4	5	6	7	8	9	10
18. Keeping organised/ home management skills	0	1	2	3	4	5	6	7	8	9	10
19. Budgeting and financial skills	0	1	2	3	4	5	6	7	8	9	10
20. English/literacy skills	0	1	2	3	4	5	6	7	8	9	10
Relationship with partner											
21. Relationship with partner	0	1	2	3	4	5	6	7	8	9	10
Relationship with children											
22. Relationship with children	0	1	2	3	4	5	6	7	8	9	10

Topic 10 Significant life events

1. **Have any of the following events happened in your family during the past 12 months (tick all that apply)?**

Note: The term 'close family member' means a parent, child, grandparent or relative **living in the household.**

- 1. A close family member had a serious medical problem (illness or accident) and was in hospital
- 2. A close family member was badly hurt or sick (but was not in hospital)
- 3. A close family member was arrested or in jail
- 4. A child or children were consistently involved in or upset by family arguments
- 5. A parent/caregiver in the family lost his/her job or was unemployed
- 6. A close family member had an alcohol or drug problem
- 7. The family had serious financial problems
- 8. A close family member has a physical disability
- 9. Parents were separated or divorced
- 10. Birth of a child
- 11. Miscarriage or still birth
- 12. A close family member has died
- 13. It is very crowded where the family lives
- 14. A relative moved into the household
- 15. Income increased substantially (20% or more)
- 16. Income decreased substantially
- 17. Went deeply into debt
- 18. Moved to new location
- 19. Adult member got a promotion at work
- 20. Adult member began new job
- 21. Child entered new school
- 22. Domestic violence was an issue for this family
- 23. Child custody was an issue in the family

Topic 11 - Stress

Stress and ability to change things to resolve stress

10) **How much stress** do the following things cause you?
1 = very low levels of stress and 7 = very high levels of stress

How much do you feel you have the **ability to change things to resolve the stress?**
1 = not at all able to change things to resolve stress and 7 = very able to change things to resolve stress

Cause of stress	Stress level		Ability to change things to resolve stress	
	Low	High	Not at all	Very able
a) Your self/own behaviour	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
b) Your partner and/or family	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
c) Your friends	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
d) Your neighbours	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
e) Your financial welfare	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
f) Your work &/or workplace <input type="checkbox"/> not applicable	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
g) Past events (eg loss of loved one, traumatic event) <input type="checkbox"/> not applicable	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
h) The state of the world	1 2 3 4 5 6 7		1 2 3 4 5 6 7	

Topic 12 - Participation in community organisations

Which of the following organisations do you participate in? Tick as many as appropriate.

Groups/activities	Participation
a) Groups related to children or parenting (eg play groups, kids sport, school council, parents group)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
b) Sporting, recreation or hobby groups (eg football clubs, sports teams, book clubs, choirs, bands)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
c) Trade unions, professional or technical associations	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
d) Political parties	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
e) Environmental, human rights, community or welfare groups (eg Greenpeace, Red Cross, charities, volunteer fire fighting, life saving)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
f) Arts, culture or educational groups (eg art, music, theatre, festival or film groups, museums, galleries, libraries)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
g) Self help or support groups (eg Grow, AA, specific illness groups)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
h) Religious groups (Including churches)	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
i) Services and other social clubs	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
j) Internet chat groups	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser
k) Other Name:.....	<input type="checkbox"/> ₁ Active participant/member <input type="checkbox"/> ₂ Unpaid organiser

Topic 13 - Information

To what extent do you agree with the following statements

-3 = disagree completely +3 = agree completely

	Disagree completely	Agree completely
a) If I needed information to make a life decision, I know where to find that information	-3 -2 -1 0 +1 +2 +3	
b) If I needed information about services in the local area I know where to find that information	-3 -2 -1 0 +1 +2 +3	
c) I am well informed about local affairs	-3 -2 -1 0 +1 +2 +	

Topic 14 - Beliefs about others

To what extent do you agree with the following statements

-3 = disagree completely +3 = agree completely

	Disagree completely	Agree completely
a) Generally speaking most people can be trusted	-3 -2 -1 0 +1 +2 +3	
b) Generally speaking most of the time people try to be helpful	-3 -2 -1 0 +1 +2 +3	
c) Having people from many different ethnic and cultural backgrounds makes Australia a better place	-3 -2 -1 0 +1 +2 +3	

Topic 15 - Young person's experience (12 year old or older)

1. What is it like for you?								
In the following questions indicate how much you agree with each statement by circling the most appropriate number								
-3 = Strongly Disagree				+1 = Partly agree				
-2 = Disagree				+2 = Agree				
-1 = Partly disagree				+3 = Strongly Agree				
0 = in between								
During the past three months how much would you agree with the following.								
		Strongly disagree				Strongly agree		
a	Overall I am enjoying my life	-3	-2	-1	0	+1	+2	+3
b	I like learning things at school/TAFE	-3	-2	-1	0	+1	+2	+3
c	I have a group of friends at school/TAFE	-3	-2	-1	0	+1	+2	+3
d	I have hopes for the future.	-3	-2	-1	0	+1	+2	+3
e	I get a say in making decisions.	-3	-2	-1	0	+1	+2	+3
f	I have as much to look forward to as any of the other kids in my class at school/TAFE.	-3	-2	-1	0	+1	+2	+3
g	Often it is hard for me to understand my feelings.	-3	-2	-1	0	+1	+2	+3
h	My life seems all mixed up and doesn't make sense to me.	-3	-2	-1	0	+1	+2	+3
i	I like to spend time with my friends.	-3	-2	-1	0	+1	+2	+3
j	I like to bring my friends home.	-3	-2	-1	0	+1	+2	+3
My family								
k	Overall I like growing up with my family	-3	-2	-1	0	+1	+2	+3
l	Most of the time I feel I belong here	-3	-2	-1	0	+1	+2	+3
m	Most of the time I get on with everyone in the family	-3	-2	-1	0	+1	+2	+3
n	We have lots of good times together	-3	-2	-1	0	+1	+2	+3
o	We often get into too many arguments in this family	-3	-2	-1	0	+1	+2	+3
p	I want to grow up here	-3	-2	-1	0	+1	+2	+3

My caseworker								
		Strongly disagree				Strongly agree		
q	My case worker sees me enough	-3	-2	-1	0	+1	+2	+3
r	Listens to me really well	-3	-2	-1	0	+1	+2	+3
s	Offers help when I need it	-3	-2	-1	0	+1	+2	+3
t	Is available when I need her	-3	-2	-1	0	+1	+2	+3
u	Helps me make sense of my life	-3	-2	-1	0	+1	+2	+3
v	Keeps me in touch with my birth family	-3	-2	-1	0	+1	+2	+3
w	Can be trusted	-3	-2	-1	0	+1	+2	+3
x	Understands me well	-3	-2	-1	0	+1	+2	+3
y	Is easy to talk to about personal issues	-3	-2	-1	0	+1	+2	+3
z	Has explained to me why I am in foster care	-3	-2	-1	0	+1	+2	+3
Agencies that work with you								
In the past three months how good have the following agencies been at doing their job for you? (NA = not applicable, eg, I don't see a counsellor)								
		Terrible				Fantastic		
a	School/TAFE	-3	-2	-1	0	+1	+2	+3 NA
b	DoCS	-3	-2	-1	0	+1	+2	+3 NA
c	Local doctor	-3	-2	-1	0	+1	+2	+3 NA
d	Other health services, eg, speech therapist	-3	-2	-1	0	+1	+2	+3 NA
e	Counsellor	-3	-2	-1	0	+1	+2	+3 NA
f	Anglicare foster care program	-3	-2	-1	0	+1	+2	+3 NA

3. You

- a How old are you? years
b Are you male female

Topic 16 - Groups

The following questions relate to the group session you have just attended.

Please circle the most appropriate number.

a	How useful have you found the session?	<i>Useless</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>
b	Were you able to participate as much as you wanted in the group (e.g. ask questions and have your say)?	<i>No</i>	1	2	3	4	5	6	7	8	9	10	<i>As much as I wanted</i>
c	Did the group leader/facilitator/presenter do a good job?	<i>Terrible</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>
d	Overall how would you rate the session.	<i>Terrible</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>

Topic 17 - Family worker services

The following questions relate to the services provided by your family worker.

Please circle the most appropriate number.

a	How useful have you found the family worker service this week?	<i>Useless</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>
b	Are you able to work on the priorities you want to work on?	<i>No</i>	1	2	3	4	5	6	7	8	9	10	<i>As much as I wanted</i>
c	Did the family worker do a good job this week?	<i>Terrible</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>
d	Overall how would you rate the family worker service you have been receiving?	<i>Terrible</i>	1	2	3	4	5	6	7	8	9	10	<i>Great</i>