

Quality Assurance Framework for OOHC

General Use Workshop 1 – Workbook

Participants

QAF Questionnaires

- Strengths and Difficulties
Questionnaire SDQ
- Child Young Person
Questionnaire CYPQ

Workshop 1 Questionnaires

Time 3hrs (9 – 12.30pm)

Delivery Information

This workshop focusses on completing questionnaires with children and young people and carers. Followed by context information around the Aboriginal Cultural Connections Questionnaire.

Between the end of this workshop and workshop 2 teams will need to introduce the QAF and questionnaires to children, young people and carers and complete questionnaire using Viewpoint.

Overview

Familiarisation with the Questionnaires on Viewpoint and the QAF.

The workshop covers:

- A practical run through of the Questionnaires on Viewpoint
- Introduction of the QAF and Questionnaires to the Carer, Child and Young Person
- Review of high risk responses and supports needed
- Saving the Questionnaire results on agency systems
- Introduction of the Aboriginal Cultural Connections Questionnaire.

Participants are: Casework Managers, Managers, Caseworkers, Foster Care Teams, Psychologists (will vary depending on your agency structure)

Participants will need: Tablet, laptop with Wi-Fi connection

Post workshop actions: complete SDQ and CYPQ for site cohort

Practical points to navigate Viewpoint for the Questionnaires

1. Logging in key points:

- Must use www.vptol.com.au/QAF web link. If you put in vptol it will take you to the English site
- 90% of logging in issues are from user error, ensure you take care

2. Paper versions of the Questionnaires are available on the DCJ Internet to print. However you must enter the results on your return to obtain SDQ scores

3. Select your Questionnaire:

- Child and Young person Questionnaire is for all children over 7 year
- This is to be completed by the Child or Young Person
- SDQ is to be completed by the Carer
- Select the questionnaire by the age of the Child or Young Person
- A 4 year old will complete the 2-4 years version if they Do NOT attend preschool and 4-10 years if they DO attend preschool

4. Statement of Participation:

- It is not compulsory for a child young person or carer to complete the questionnaires we encourage them to as this will support case work.
- If they do not want to complete the questionnaire select 'No' and a reason from the provided list.

5. Screen orientation (select the Child and Young Person Questionnaire):

- The speaker will read the text. It does not stop if you select it again but start the reading again
- The 'I' button will provide more details on a word or concept
- You can go back one question only
- You must complete the questionnaire to get the results
- You can select the arrow on the top right to access the Notepad and custom your screen.

6. Answering the questions:

- Select the box that relates to you. It will be highlighted in red once selected.
- Once selected you can move to the next question by selectin the green arrow
- Some questions are free text
- Different questions will be asked of different age groups. Ensure the right age group questionnaire is being selected.

7. Game:

On the last question when you have reached 100% in the box between the green arrows, you will be able to select a game.

1. If you move on you will not be able to go back and play a game
2. Find the game on the Notepad tab on the top right, select 'game'
3. Choose your game, you will only be able to play once
4. Once you have finished the game ensure you select the **FINISHED** button to complete the Questionnaire. If you do not do this the answers will not be transferred to the Child Overview.

8. Incomplete questionnaires

9. Reviewing the Answers:



- Once you have selected the 'Finished' button it will take to you the Answers page. You can view your answers by selecting which Questions you would like to see.
- All questions are displayed some may not have answers in them. Only questions that the age group is asked will have responses. For other ages these will be left blank.

10. High Risk Safety questions:

- Age 14 – 17 years are asked about self-harm and suicide
- Note the high risk answers are recorded in **red** on your screen and when printed in colour for you to see easily
- Ensure you review after the young person has completed the questionnaire. We will be discussing responses after morning tea.

Saving results (site specific)

Create a PDF

Save results

Activity 1 – Home visit scenario, high risk answers from Jake

Time: 30 mins

Scenario:

Jake is 16 and completes the CYPQ. To your surprise when you look at Jake’s results you see that he has high risk answers highlighted in **red**

Instructions:

- In teams or groups of 4-6 discuss how you would respond to Jakes questionnaire results
- On the butcher’s paper provided to your group, list how you would respond to Jake. In the short term, long term and what your agency policies are.
- Label actions first to last ...
- Teams will present their list to the group

Responses to questionnaire 'QAF Self Report (Child and Young Person)' by entered anonymously. on 12/12/2019.

Safety and Permanency

	2	Do you feel cared for where you live now?	Not really
	3	What would need to change for you to feel more cared for?	The carer speaks nicely to me and not yelling at me all the time.
	4	Do you feel safe where you live now?	Not really
	5	What would you need to change to feel safer?	I would feel safer if the carer stops making threats sending me back to Michael and Tina (my previous carers). Michael used to hit me with his belt.
Notepad Comment	6	Are there any responsible adults you could turn to if you were having problems? my school counsellor but he is not available all the time, like weekend and school holidays.	Yes
	7	How many adults could you turn to?	One

Activity 1 – Home visit scenario, high risk answers from Jake

8	How old are you?	14 to 17 years
13	Have you had an alcoholic drink in the last 12 months?	Yes
14	Have you had an alcoholic drink in the last four weeks?	Yes
15	Have you had an alcoholic drink in the last 7 days?	Yes
16	Have you used drugs in the last 12 months?	Yes
17	Which drugs have you used? You can select more than one and also add anything else in the notepad.	Marijuana/cannabis
18	Have you used any of these drugs in the last four weeks?	Yes
19	Are you 14 years or older?	Yes
21	During the past 12 months have you thought about hurting yourself on purpose in anyway? (E.g. by cutting or burning yourself?)	Yes
Notepad Comment	I was feeling depressed and lonely.	
22	During the past 12 months did you ever consider attempting suicide?	Yes, seriously considered it

Activity 2 – Presenting the QAF and the SDQ to Carers

Time: 15 minutes

Resource you need: QAF Fact Sheet for Carers – Strengths and Difficulties Questionnaire

Instructions:

- Divide into pairs, work out who is the carer and who is the caseworker
- Spend a couple of minutes with your partner reading the QAF -SDQ Carers Fact sheet
- Carer asks the questions below as you go
- Caseworkers practice explaining to the carer the purpose and benefits of completing the SDQ
- Feedback from the carer to caseworker. Broader feedback to the whole group about how it went. A good strategy they used; what was challenging about the role play?

Carer can ask:

- *What is the SDQ report? Is this a judgement on my ability as a carer?*
- *Can I see the results? What will happen to this information I give you?*
- *How is this different to what was happening before?*

Feedback:

- Feedback from the carer to caseworker.
- Broader feedback to the whole group, good strategies; challenges about the role play?

Activity 3 – Presenting the QAF and the CYPQ to children and young people

Time: 15 minutes

Resource you need: QAF Fact Sheet for Children 7 - 12 – Child and Young Person Questionnaire or QAF Fact Sheet for Young Person 13 – 17 years.

Instructions:

- Divide into pairs, spend a couple of minutes with your partner reading the QAF - Fact sheet
- Work out who is the Child/Young Person and who is the caseworker
- Caseworkers practice explaining to the Child/Young Person the purpose and benefits of completing the CYPQ and the Child/Young Person asks the questions below
- Feedback from the CYP to caseworker, broader feedback to the whole group about how it went. A good strategy they used; what was challenging about the role play?

Carer can ask:

- *What is the Child and Young Person Questionnaire?*
- *Can I see the results? What will happen to this information I give you?*
- *How is this different to what was happening before?*

Feedback:

- Feedback from the carer to caseworker.
- Broader feedback to the whole group, good strategies; challenges about the role play?



QAF Viewpoint Trouble Shooting

Before contacting DCJ or Viewpoint helpdesk check these common issues and possible solutions.

Issue	Check
Cant access the VP log in page or website isn't opening	<ul style="list-style-type: none"> • Check you have the correct address • www.vptol.com.au/qaf • Check your internet connection • VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers • Check on another device
User is disabled	<ul style="list-style-type: none"> • You will be locked out if you enter the wrong details three times in a row • Email helpdesk@vptorg.com asking for the user to be enabled.
VP helpdesk hasn't resolved the issue	<ul style="list-style-type: none"> • Check you are using the correct helpdesk email helpdesk@vptorg.com
VP Questionnaires are not opening	<ul style="list-style-type: none"> • Check you are using the correct web address: www.vptol.com.au/qaf • Try accessing the website outside of the Citrix environment. • VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers
Internet connectivity	<ul style="list-style-type: none"> • There are paper based versions if absolutely necessary. These will need to be uploaded into VP upon arrival to the office to obtain printed especially for SDQ results
VP report isn't showing all the SDQ results for a CYP	<ul style="list-style-type: none"> • VP reports show current questionnaires. • If you need a past result that isn't showing in the report contact VP helpdesk at helpdesk@vptorg.com



DCJ Employees only

Options to Saving QAF Questionnaire Results Ipad to DCJ CITRIX Networks

You may initially need to set your iPad up to access Citrix through remote access or your iPad may already be set up to directly enter your User name and Password

Initial Citrix login:

1. Open Citrix and click on "Add Account".
2. Address: <https://remote.facs.nsw.gov.au> and click "Next".
3. Username: (your PC login).
4. Password: (your PC password).
5. Complete Okta two-factor authentication.

Or

Citrix login

1. Open Citrix
2. Username: (your PC login).
3. Password: (your PC password).
4. Complete Okta two-factor authentication.

Login to Google to access Viewpoint

www.vptol.com.au/qaf

Complete Carer Questionnaire or Strengths & Difficulties Questionnaire – save result to your hard drive by clicking **PDF** – See your answers

To save PDF – go to **File** – **Save As** – **Select** where you want to save the PDF

Other Options to save Results to your Hard Drive

Air Drop – Airdrop **PDF** questionnaire results from iPad to your DCJ iPhone and save to your hard drive

Hotspot iPhone to iPad – log into Citrix – google Viewpoint – save **PDF** questionnaire results to your hard drive

Photo – take a photo of the **PDF** questionnaire results on you DCJ iPhone and save to your hard drive