



Quality Assurance Framework for Out-of-Home-Care in NSW

General Use Setting up QAF Questionnaires

QAF in Out-of-Home Care

Management and Leadership Guide

June 2021, Edition

The aim of this guide is to assist management to make the most of QAF Questionnaires in casework practice to uplift child and young person outcomes.

Tailor these activities to your organisation.

Additional resources are available at www.facs.nsw.gov.au/QAF



QAF Implement Questionnaires in 5 steps

The Quality Assurance Framework Questionnaires could be used by individual caseworkers to support their practice or agency/teams may elect to use as a part of their Casework processes for children and young people in OOHC and case managed by the agency. The following information is to support teams/agencies to implement as a continual quality improvement process.





Implementation of questionnaire to teams and agencies



Step #1

Readiness

- Individual caseworkers may choose to use the questionnaires in their practice
- Teams/agencies may incorporate into their casework systems for children and young people in OOHC and case managed by the agency

Component	Actions for team or agency implementation
Consider the timing to start implementing the questionnaires	Questionnaires are completed every 6 months. This allows for completion, analysis and actions to support children and young people to occur before the next completion. As you complete the 6 monthly questionnaires you will start to see changes in the information and the impacts of the supports you have put in place. Avoid implementing during <u>any large scale changes</u> i.e. rolling out a new IT platform, embedding other reforms or restructure
Establish Management Team	Team leading implementation and system alignment, address issues that are arising and motivate staff.

Workshop delivery plan

Workshops have been designed to lead teams through the QAF in a staged manner over a period of 3 months.
Workshop 1 – Completing the Questionnaires
Workshop 2 – Read and Analyse the Questionnaire Results

Caseworkers access to laptop or tablet for questionnaires

Caseworkers will need access to a device with Wi-Fi. Ensure pop-up blockers are disabled for www.vptol.com.au/qaf
Go to Internet Explorer 11 - enter the web address www.vptol.com.au/qaf - go to the cog in the top right corner of the window - select Compatibility View Settings - add web site.





Cohort tracking, scheduling and reviewing	Your agency may have capacity to build QAF cohort tracking, scheduling and reviewing into existing casework platforms. If not a manual spreadsheet is shown on p.6 below.	
Saving Results conventions	Establish an agreed storage convention for questionnaire results, ChildStory or your agency client management system.	
Inform carers	4-6 weeks before Workshop 1 inform carers of the QAF and the questionnaires. Refer to: QAF Resources Letter to Carers, Fact Sheets	
<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; border-radius: 10px;"> Step #2 Workshop 1 </div>	Completing the Questionnaires <u>Time needed:</u> 3.5hrs	<p><u>The workshop covers</u> a practical run though of the questionnaires on Viewpoint</p> <ul style="list-style-type: none"> Introduction of the QAF and questionnaires to the carer, child and young person Review of high risk responses, highlighted in red, and supports needed Saving the questionnaire results on agency systems <p><u>Participants will need:</u> Tablet, laptop with Wi-Fi connection</p> <p><u>Post workshop actions:</u> complete SDQ and CYPQ</p> <p>Refer to: Workshop 1 –Questionnaires, Facilitator Guide, PP and Workbook</p>
<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; border-radius: 10px;"> Step #3 Managers Meeting </div>	3-4 weeks post Workshop 1 <u>Time needed:</u> 2hrs	<p><u>This meeting covers:</u></p> <ul style="list-style-type: none"> Workshop structure and roll and responsibilities How to read the SDQ and CYPQ results Case review process for the site <p>Refer to: QAF Pre - Workshop 2 – Managers Meeting, Facilitator Guide and resources</p>
<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; border-radius: 10px;"> Step #4 Workshop 2 </div>	Read and Analyse Questionnaire Results 4-6 weeks post workshop 1 <u>Time needed:</u> 3.5hrs	<p><u>This workshop covers:</u></p> <ul style="list-style-type: none"> Group reflections on implementing the questionnaires SDQ analysis – Decision Making Pyramid, follow up CYPQ Analysis of Safety and Permanency Questions – concerns, follow up CYPQ Analysis of Multicultural Questions – concerns, follow up CYPQ Analysis of Aboriginal Cultural Connections Questions –learnings, actions, follow up <p>Refer to: QAF Workshop 2 – Reading Results – Facilitator Guide and resources</p>



Step #5
Final Managers Meeting

<p>Review 4 weeks after workshop <u>Time needed:</u> 2hrs</p>	<p><u>This meeting covers:</u></p> <ul style="list-style-type: none"> • Review how the process is going at each site. What are your sticking points? Why? • How do we keep up the momentum? What is the data telling us so far? • What actions do we need to do? • Who is responsible? <p>Refer to: QAF Final Managers Meeting</p>
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You have covered all the steps to implement the questionnaires, continue with your cycle of repeat, review and improve.

"Copyright in the Aboriginal Cultural Connections Questionnaire (the Questionnaire) is owned by Burrundalai Aboriginal Corporation (ICN 9572) and is used by the Department of Communities and Justice under licence. Terms of licenced use: The Questionnaire may only be used by out of home care providers for the purpose of delivering out of home care services to children in New South Wales. If you wish to use this material for any other purpose, or for any other enquiries relating to use of this material, please contact Burrundalai at notifications@burrundalai.org.au."

Administration Role

Admin works alongside the Casework Manager or QAF Leader by maintaining processes that support the implementation of QAF and facilitate communication across caseworkers, managers and Viewpoint.

- Cohort tracking and scheduling – if not embedded in local IT systems
- Disseminating updated resources, troubleshooting and raising issues with managers

Child or Young Person					Carer Strengths & Difficulties Questionnaire				Child & Young Person Questionnaire			
ChildStory ID	Name	Nationality	DOB	Age	SDQ Eligibility	Date Completed in Viewpoint	Next Due Date	Agency Comment	CYP Eligibility	Date Completed in Viewpoint	Next Due Date	Agency Comment
				121.5			##### ####				30/06/1 900	
				121.5			##### ####				30/06/1 900	
				121.5			##### ####				30/06/1 900	
				121.5			##### ####				30/06/1 900	

Sample Manual Excel Spreadsheet

Enter DOB and Age automatically generates

SDQ eligibility commences when child is 2 years of age (Yes or No) need to change Y/N as child ages for each CYPQ

Enter Date of Completed SDQ and the next 6 month due date is generated, date will change red when overdue

CYP eligibility is 7 years of age for Safety & Permanency section: 9 years for Aboriginal Cultural Connections: 12 years for Multicultural questionnaire need to change Y/N as child ages for different questionnaires

Enter Date of Completed CYPQ and the next due date is generated, date will change to red of overdue

Add Filters as required to sort for scheduling completion of questionnaires