

Quality Assurance Framework for OOHC

General Use Workshop 1 – Questionnaires Facilitator Guide

QAF Questionnaires

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

July 2021 Edition



Preparation checklist - Have you?

Have you....

- read through the Facilitator Guide and PowerPoint slides
- read through the Facilitator Notes for information on activities and discussion
- complete the Facilitator Action before delivery – listed at the bottom of page 3
- be familiar with User Guide – Chapter 2 - Viewpoint

Symbols used in the guide to help facilitators tailor the presentation to the audience

When you see the following symbol:



Provide examples, anecdotes, statistics and scenarios here to make the content relevant to participants.



This activity asks participants to be active and involved. Reinforce the working agreement to maintain a safe environment for people to participate.







This highlights that the participants will be asked to discuss a particular item



Workshop 1 Questionnaires

Time	3hrs (9.00 – 12.30pm) including breaks
Delivry Information	This first workshop focusses on completing questionnaires with children and young people and carers. Before workshop 2 teams will introduce the QAF and questionnaires to children, young people and carers and complete questionnaires using viewpoint.
Materials	<ul style="list-style-type: none"> • PowerPoint • Butchers paper • Documents to printing - below
Overview	<p><u>The workshop covers:</u></p> <ul style="list-style-type: none"> • A practical run though of the Questionnaires on Viewpoint • Introduction of the QAF and Questionnaires to the Carer, Child or Young Person • Review of high risk responses and supports needed • Saving the Questionnaire results on agency systems <p><u>Participants are:</u> Casework Managers, Managers, Caseworkers, Foster Care Teams, Psychologists (will vary depending on your agency structure)</p> <p><u>Participants will need:</u> Tablet or laptop with Wi-Fi connection</p> <p><u>Post workshop actions:</u> complete SDQ and CYPQ for site cohort</p>
Facilitator actions before delivery	<ol style="list-style-type: none"> 1. Print a copy of Workshop 1 workbook for each participant 2. Compile a laminated set of docs for easy access for CW in the office, and print one per person: Ensure participant bring tablet or laptop and that its charged, pop up blockers are disabled for www.vptol.com.au/qaf they have their log in information 3. Review suicide and self-harm policies 4. Create a 'how to save results' from the tablet to your work platform – add to the instructions on page 4 of the Workshop 1 - Participants Workbook 5. Compile a list of each caseworkers home visits for the next 2 months - to schedule Questionnaires 6. For activity 2, – decide how would you like your teams to share results with Carers and Children and between them?





Facilitator Guide Workshop 1 – Questionnaires

Time	Activity	Resources
9.00am 	<p>ACKNOWLEDGEMENT/WELCOME TO COUNTRY</p> <ul style="list-style-type: none"> Acknowledge/welcome to country Introduction 	POWERPOINT SLIDE 1
	<p>Workshop 1 - OUTLINE</p> <p>Today we will:</p> <ul style="list-style-type: none"> Run though the Questionnaires on viewpoint Become familiar with the QAF Introduce the QAF to Children, Young People and their Carers 	POWERPOINT SLIDE 2
9.15 	<p>Let's have a go together</p> <p>On a big screen open a search engaging and run though the following with participants while they are following on their device.</p> <p>Talk though the key points below as you go....</p> <p>1. <u>Logging in key points:</u></p> <ul style="list-style-type: none"> Must use www.vptol.com.au/qaf web link. If you put in vptol it will take you to the English site which won't work. Must be the <u>whole</u> address 90% of logging in issues are from user error, ensure you take care Paper versions of the Questionnaires are available on the DCJ Internet to print. However you must enter the results on your return to get results for them to be included in the child Overview 	POWERPOINT SLIDE 3
9.30am  	<p>QUESTIONNAIRE ORIENTATION(the following points are on page 3 of the workbook for participants reference)</p> <p>2. <u>Select your Questionnaire:</u></p> <ul style="list-style-type: none"> Child and Young Person Questionnaire is for all children over 7 years 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 <p>3. <u>Statement of Participation:</u></p> <ul style="list-style-type: none"> 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 list provided <p>4. <u>Screen orientation (select the Child and Young Person Questionnaire):</u></p>	POWERPOINT SLIDE 4




	<ul style="list-style-type: none"> 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 can select the arrow on the top right to access the Notepad and custom your screen. <p>5. <u>Answering the questions:</u></p> <ul style="list-style-type: none"> Select the box with that relates to you. It will be highlighted in red once selected. Once selected you can move to the next question by selecting the green arrow Some questions are free text Different questions will be asked of different age groups. Ensure the right age group is being selected. 	
9.45	<p>HAVE A GO</p> <p>Participants to complete a few questionnaires – SDQ and CYPQ Choose different ages and different cultural identities.</p>	POWERPOINT SLIDE 5
10.15	<p>TIPS WHEN FINISHING QUESTIONAIRE</p> <p><u>Game:</u></p> <p>Diagram on slide 6 from top left</p> <ul style="list-style-type: none"> - At 100% complete you can select the game – it is in green - If you move on you will not be able to go back and play a game - Find the game on the Notepad tab on the top right, select 'game' - Choose a game play game - you will only be able to play one time - Green box shows when finished – close box – Game greyed out - Must select 'FINISH' to register complete 	POWERPOINT SLIDE 6
	<p><u>Reviewing the Answers:</u></p> <ul style="list-style-type: none"> - 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 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. 	POWERPOINT SLIDE 7
10.30	<p>Break</p>	POWERPOINT SLIDE 8
10.45	<p><u>High Risk Safety questions:</u></p> <p>Age 14 – 17 years are asked about self-harm and suicide</p> <p>ACTIVITY 1</p>	POWERPOINT SLIDE 9



	<p>Turn to page 5 in your workbook In your teams list what you would do for Jake – 10 minutes. Present back to group.</p> <p>Some ideas are:</p> <p>Immediate action: What do you do while you sit with the young person before leaving?</p> <ul style="list-style-type: none"> Remember this young person has just told you a very personal and sensitive piece of information. It is critical that you acknowledge this while with them Say you noticed their responses and thank them for sharing them Ask them when this has happened? How do they feel now? Have they told anyone? Do they have someone they could talk to? <p>Next steps</p> <ul style="list-style-type: none"> Ask the young person if they would like some support from a service Offer to call Headspace, or support service for them Does the carer know? Would you like the caseworker to talk with them? <p>Follow up</p> <ul style="list-style-type: none"> Inform your manager Bring to case review Follow organisation policies and procedures 	<p>Workbook page 5-6</p>
<p>11.15pm</p>  	<p>Activity 2 – Presenting the QAF and SDQ to Carers</p> <p><u>Activity 2</u> page 7 of the workbook One person play the caseworker who presents the information to the other playing the carer.</p> <p><u>Resources needed:</u> QAF Carer Fact Sheet – Strengths and Difficulties Questionnaire</p> <p><u>Sharing results</u> In a group discuss as team how you would like to share results with Carers. Discuss your process for sharing CYP Results with the carer. Remember this information is to be treated in the same manner as any other information provided to you by Carers and Children and Young People.</p>	<p>POWERPOINT SLIDE 10</p> <p>Print copies for each participant, have laminated version accessible for teams</p>
<p>11.40pm</p> 	<p>Activity 3- Presenting the QAF and Child and Young Person Questionnaire to Children and Young People</p> <p><u>Activity 3</u> page 7 of the workbook Swap over and introduce the CYPQ to the child or young person. The information is in the flyers.</p>	<p>POWERPOINT SLIDE 11</p> <p>Print copies for each participant, have laminated</p>



	<p><u>Resources needed:</u></p> <ul style="list-style-type: none"> • QAF Flyer for Children – Child and Young Person Questionnaire 7 - 12 years • QAF Flyer for Young People 12 -17 – Child and Young Person Questionnaire 	version accessible for teams
12.00 	<p>Agency process for scheduling completions every 6 months</p> <p>You will need to develop this information locally, with the Implementation team.</p>	POWERPOINT SLIDE 12
12.20	<p>Problems with Viewpoint</p>	POWERPOINT SLIDE 13
12.30	<p>FINISH</p>	