



Quality Assurance Framework for OOHC in NSW

General Use Viewpoint Chapter 1

QAF User guide

July 2021 Edition



About Viewpoint

Viewpoint is a child-friendly communication tool to help children and young people share their views, wishes and feelings. Viewpoint supports the Quality Assurance Framework (QAF) in the collection of key information on how a child is going in Out-of-Home-Care (OOHC), to ensure we give every child in care the best possible experience.

The QAF has two questionnaires included in Viewpoint:

1. **The Children and Young Persons Questionnaire** (for children and young people in OOHC) which encompasses three sets of questions:
 - Safety and permanency
 - Multicultural including MEIM
 - Aboriginal Cultural Connections Questions
2. **The Strengths and Difficulties Questionnaire** (for carers):
 - 2 to 4 years (non-school participation)
 - 4 to 10 years (primary school attendees)
 - 11 to 17 years (high school or alternate education)

A senior Psychologist described using Viewpoint in casework in the following way:

'The process seemed to remove any awkwardness about getting into the space where discussions went down these paths. It is as if children had permission to talk in detail about themselves. And they did. Information came out that was 'new information'.

We are using Viewpoint for QAF questionnaires to:

- Provide a simple, engaging, friendly delivery method for children, young people and carers
- Ensure ease of extracting reports for caseworkers
- Enable consent to be integrated into the process
- Simplify administration at sites

Why is Viewpoint child, young person and carer friendly?

Most children and young people are comfortable with computers. Viewpoint has the following features that makes navigating simple with clear:

- Choice of vibrant background themes to suit different children and young people
- Animated 'assistants' guide the user by asking the questions out loud so there's no need to have high levels of literacy
- There is a game at the end for children and young people to play to maintain interest throughout the game before you select FINISH
- Carers, children and young people can set the pace and add comments



How do I access Viewpoint?

The login details will look like this:

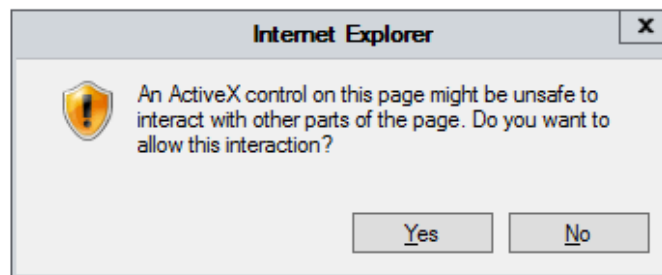
Using an internet browser (Internet Explorer, Google Chrome or Firefox) log into Viewpoint using a device (tablet, phone, PC, or laptop), using this full address:

www.vptol.com.au/qaf

Ensure your Pop up Blockers are disabled

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. It will look like this on your PC. For instructions for your specific device contact your IT department.

When you login you will get this message: Enter YES



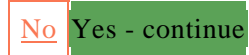
Navigating Viewpoint

1. Once logged in **select the questionnaire** you are wanting to complete. The instructions below are for the QAF Child and Young Person Questionnaire. Other questionnaires follow the same steps.

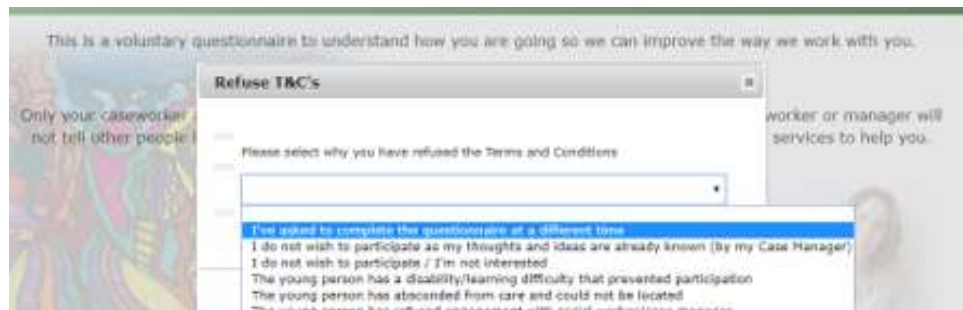


2. Once **'start'** has been selected a participation statement appears. As a case work practitioner, you can explain this to the carer, child or young person. If they are happy to participate and continue, they select 'Yes continue'.

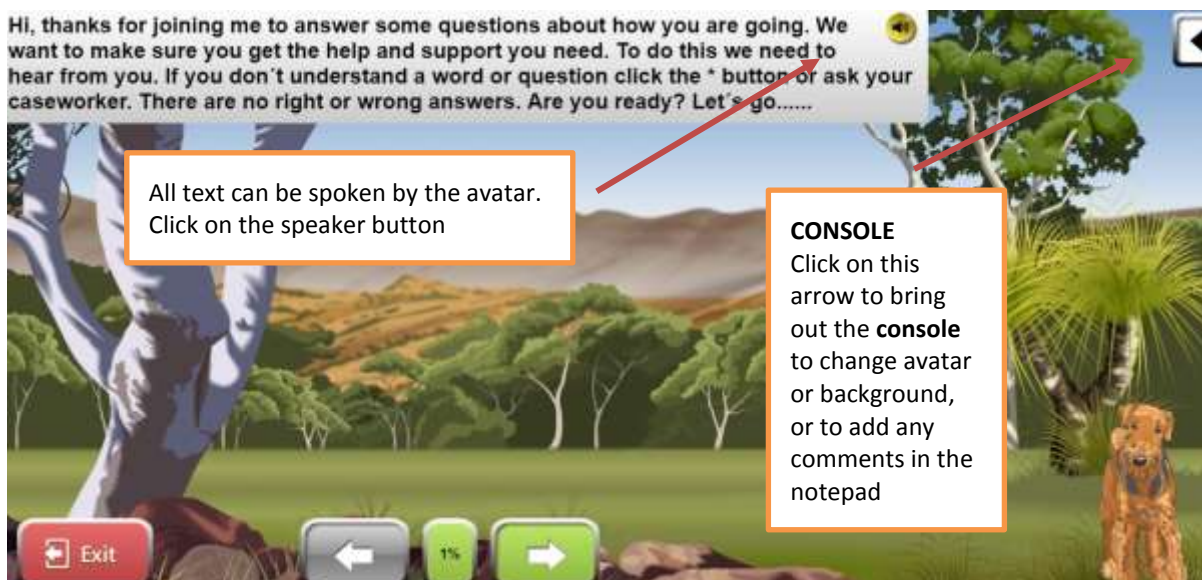
If you agree with this click on Yes - continue.



3. If they do not agree they select 'No'. A drop-down list of reasons then appears. Select the most appropriate reason as shown below:



4. They first see this page, some of the functions are highlighted.





5. To customise the look of the questionnaire, select the **console**

Selecting the console provides different options. Select:

Theme: to change the background

Assistant: to change the avatar

Customise: to change font size and colour

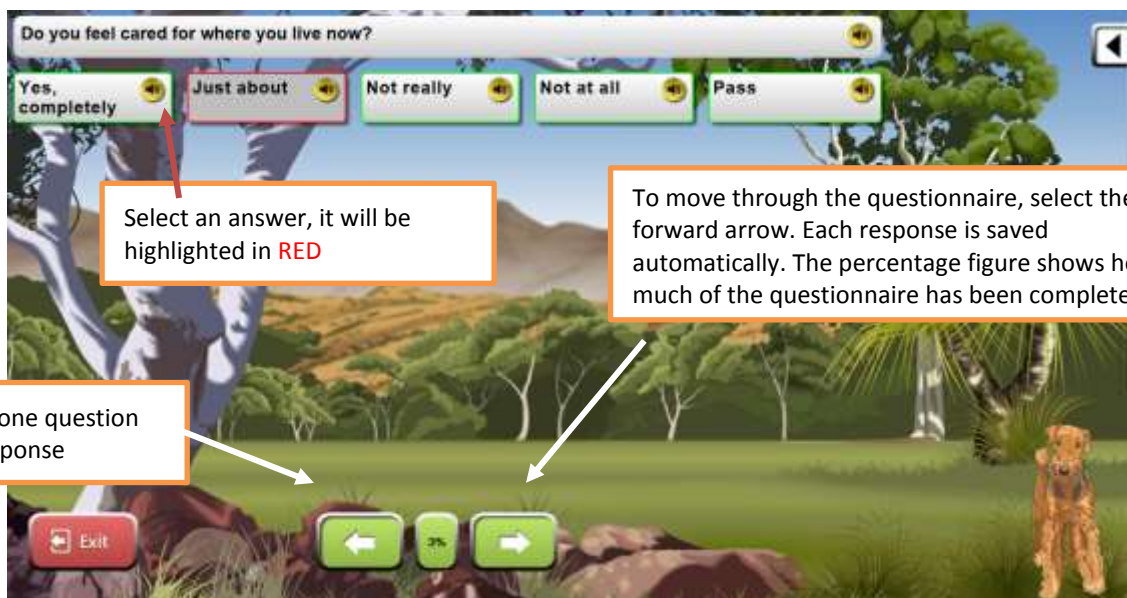
Game: when a 'game' is available the child or young person is prompted by the question, and the 'game button' turns green. Remember the game is played prior to FINISH

Notepad: The 'notepad' can be used at any time to add additional comments. Any comments are saved alongside the response to the question.



6. Moving forward and answering questions - when the forward arrow is selected, questions and associated responses appear on the screen.

- The carer, child or young person selects the response, which changes from green to red, and they then **click on the forward arrow**.
- Responses are saved automatically, and the system will not allow the child or young person to move forward until the response is saved.



Select an answer, it will be highlighted in **RED**

To move through the questionnaire, select the forward arrow. Each response is saved automatically. The percentage figure shows how much of the questionnaire has been completed

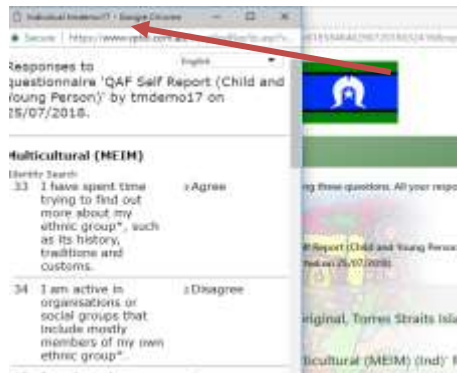
You can go back one question and change a response

7. Before the questionnaire is complete, the child or young person will be asked if they would like to play a game, you can't go back once you have finished.



At the end of the questionnaire select 'finish'. The screen below then appears. For each questionnaire different reports will be displayed and not all children will have answered all questions, and these will be left blank. Simply click on the responses you wish to see, they will be displayed, as a PDF, on the screen like this:





Enlarge the report to view full screen

This provides an opportunity to display the responses on the screen and have a ‘conversation’ with the carer, child or young person about their responses. Be ‘curious’ about what they have said and encourage carers, children and young people to talk more and explain why they have chosen one response over another.

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

Who do I contact if I have problems with the Viewpoint system?

If you have problems with the Viewpoint system or contact Viewpoint directly for support helpdesk@vptorg.com. If you have issues with your browser or device, please contact your IT people as per any other technical issue.

Use the Trouble Shooting Guide on the next page to assist you with common issues users may face.

Key points:

1. If there is no Wi-Fi or internet access you can find the **paper based questionnaires available online** however you will need to input the information in Viewpoint to complete the task.
2. You can **use any browser** to access Viewpoint online.
3. **Participation statement** – it is important that if a child/young person or carer does not want to undertake the questionnaire that a reason is selected and submitted.
4. **The speaker button** – all text can be spoken by the avatar if needed
5. You have to click the **green arrows** at the bottom of the page to continue to the next question
6. **On a tablet** it is not possible to display all the answers on one screen, you will need to scroll down on the left side of the screen (not right) to move to the green arrow)
7. The **% between the arrows** show how much of the questionnaire has been completed.
8. On the **top right of the screen** you will see a black arrow on a white tab. Click this to find custom tabs to choose an avatar, background, find-games and the notepad
9. Once you have moved forward it is only possible **to go back one question** to change the answers. The system automatically saves the responses.



Viewpoint Troubleshooting Guide

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

Issue	Check
Cant access the VP log in page or VP website	<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 or try another web browser• Check on another device
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 (for DCJ staff).• 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 get SDQ results.



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