



**Family &  
Community Services**  
Community Services

**Early Intervention and Placement Prevention (EIPP)**

**Child, Youth and Family Support (CYFS)**

**User guide for CYFS data collection tools**

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## Overview

This User Guide has been developed to provide assistance to Child, Youth and Family Support (CYFS) service providers when collecting data required by Community Services. Such data includes information relating to performance against the EIPP Service Specification, as well as data that will be used to evaluate the EIPP program.

The CYFS User Guide has been divided into three sections:

1. Background
2. Information about the CYFS data collection tools
3. The data collection process

Electronic links to the data collection tools are included in this User Guide. For further information about the CYFS subprogram, service providers are encouraged to visit the Community Services website.

Please use this User Guide as an 'instruction guide' when collecting data using the CYFS data collection tools.

# 1. Background

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## 1.1 Introduction to the CYFS data collection tools

A range of tools have been developed for collection and reporting purposes in EIPP, CYFS. The development of these tools was designed to provide flexible and appropriate collection methods for service providers with different data collection systems in place. Some tools are designed to assist services with no existing data collection systems, and other tools have been designed for services that have existing methods established.

The data collection tools developed to support the data collection process for CYFS include:

- CYFS Client Information Sheet (paper based)
- CYFS Data Collection Tool (electronic tool)
- CYFS Data Collection Summary Tool (electronic tool)
- 2 Week Snapshot Sheet (paper based)
- 2 Week Snapshot Tool (electronic tool)

This User Guide is a comprehensive resource for use by CYFS service providers when collecting data about clients on entry and on exit using the above tools.

## 1.2 Optional and mandatory data collection tools

### ***CYFS Client Information Sheet***

Is an *optional* tool, however contains data items that service providers must report against, as some items relate to the performance measures in the EIPP Service Specification. Service providers can choose to:

- 1) Collect data using the Client Information Sheet and report this data using the mandatory CYFS Data Collection Tool; OR
- 2) Include the required data items from the Client Information Sheet, (identifiable by an asterisk on the sheet), into existing client entry and exit forms used by the service. Services report this data using the mandatory CYFS Data Collection Summary Tool.

### ***CYFS Data Collection Tool OR CYFS Data Collection Summary Tool***

It is *mandatory* to use **one** of these tools, to report data to Community Services; however the tool your service uses to report data will depend on the system used to collect data, see below.

The *CYFS Data Collection Tool* is the *mandatory* reporting tool for service providers that choose to use the Client Information Sheet to collect data.

The *CYFS Data Collection Summary Tool* is the *mandatory* reporting tool for service providers that choose to use existing client entry and exit forms to collect client data, rather than the Client Information Sheet provided in this package. Remember: if your

service uses existing tools, the required data items (identifiable by an asterisk in the Client Information Sheet) must still be collected and reported against.

### ***2 Week Snapshot Sheet and 2 Week Snapshot Tool***

These tools are *optional* - the 2 Week Snapshot should be used by service providers when information, advice and referral are major components of their work. Services will need to negotiate with their local Community Program Officer (CPO) about whether this method of data collection suits their service delivery model best. See section 2.4 for further information about this.

The *2 Week Snapshot Sheet* is a paper based form which collects information about occasions of service (information, advice and referral).

The *2 Week Snapshot Tool* mirrors the 2 Week Snapshot Sheet in an electronic (excel) format. Services can choose to:

- 1) complete the paper based 2 Week Snapshot Sheet and then transfer the information into the excel 2 Week Snapshot Tool
- 2) enter the data directly into the excel 2 Week Snapshot Tool, without completing the paper based sheet.

## **1.3 Reporting requirements to Community Services**

Service providers are required to provide information to Community Services regarding the funded CYFS services provided. For the purposes of accountability and monitoring, service providers are required to report data using the data reporting tools provided by Community Services.

Service providers are required to submit the mandatory CYFS Data Collection Tool or CYFS Data Collection Summary Tool to Community Services once every six months. If your service has agreed with your local CPO to complete the 2 Week Snapshot Tool, this data will be provided to Community Services annually. Data from these tools will be used to review a service provider's performance against the requirements outlined in the Service Agreement and the activities and results detailed in the EIPP Service Specification. The tool will also inform the evaluation of EIPP program outcomes for the purposes of improving early intervention services for clients and families.

Please note that the performance measures identified in the Service Specification are minimum data collection requirements for all CYFS funded services, and the attached tools have been developed specifically for this purpose. Service providers may wish to collect additional data to inform service improvement, however are not required to report on these optional measures to Community Services.

During the development of the EIPP data collection system, a range of required and optional performance measures were identified. The CYFS Performance Measures at appendix B and appendix C highlight the required data collection requirements in black and the optional data that service providers may wish to collect in blue.

When the Performance Monitoring Framework is introduced to EIPP, there will be further opportunity for services to provide additional data to Community Services about their achievements throughout the year.

#### **1.4 Reporting periods**

The reporting periods for CYFS data collection are as follows:

CYFS Data Collection Tool or the CYFS Data Collection Summary Tool

- January – June
- July – December

2 week Snapshot Tool

- A two week period within the July – September quarter

#### **1.5 Submitting the report to Community Services**

The CYFS Data Collection Tool or the CYFS Data Collection Summary Tool will be submitted to Community Services every six months.

The 2 week Snapshot Tool will be submitted once per year.

EIPP reports are to be emailed to [fundingquestions.serviceproviders@facs.nsw.gov.au](mailto:fundingquestions.serviceproviders@facs.nsw.gov.au).

Community Services will contact CYFS service providers in advance of the due date for each report, to advise when the reports are due, as the dates may vary from year to year.

#### **1.6 Further assistance regarding the data collection tools and process**

Community Services will provide assistance to CYFS service providers that require further information, including:

- Email support at [fundingquestions.serviceproviders@facs.nsw.gov.au](mailto:fundingquestions.serviceproviders@facs.nsw.gov.au) for technical questions regarding the excel tools.
- Email support on [fundingquestions.serviceproviders@facs.nsw.gov.au](mailto:fundingquestions.serviceproviders@facs.nsw.gov.au) for enquiries regarding the data collection process or broader questions about EIPP, CYFS.
- Support from the local Partnerships and Planning team.

Service providers are encouraged to refer to this User Guide in the first instance.

## 2. Information about the CYFS Data Collection Tools

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### 2.1 CYFS Client Information Sheet (optional tool)

The Client Information Sheet was developed as a simple way to collect information on case managed clients (or clients accessing programs, such as parenting programs) in a paper based form. The Client Information Sheet mirrors the excel CYFS Data Collection Tool.

#### ***Is the Client Information Sheet an optional or mandatory data collection tool?***

Using the Client Information Sheet to collect data on entry and exit is optional. Note: while use of the paper based sheet is optional, the Client Information Sheet contains data items that service providers must report against, as these items align with the performance measures in the EIPP Service Specification.

Service providers that choose to use the Client Information Sheet to collect data, will report this data using the excel CYFS Data Collection Tool.

#### ***How do I know which data items are required and which are optional?***

Service providers can identify the performance measures that they must report against in the Client Information Sheet by an asterisk and sub-program abbreviation (e.g. CFS, YFS or CYFS) next to the relevant data items.

Data items in the Client Information Sheet that do not have an asterisk or sub-program abbreviation are optional, but recommended.

#### ***How do I complete the Client Information Sheet?***

The Client Information Sheet documents basic information about each family/young person in the program on entry and again on exit. CYFS workers are encouraged to print out the Client Information Sheet and complete it by hand and then transfer the data into the excel CYFS Data Collection Tool.

A CYFS worker should use *one* Client Information Sheet per family, regardless of how many service components that family receives under the Service Specification or how long the “length of service” is for that family. This will prevent data being collected more than once for the same family.

#### ***When do I transfer the data from the Client Information Sheet to the excel CYFS Data Collection Tool?***

It is important to transfer data from the paper based Client Information Sheet to the excel CYFS Data Collection Tool as soon as possible after entry, to ensure all families working with the service are counted when six monthly reporting is completed.

### ***How do I collect data if my service already has a data collection system in place?***

Service providers that currently have data collection systems in place can insert the required data items (identified by an asterisk and sub program abbreviation in the Client Information Sheet) into existing client entry and exit forms, rather than using the Client Information Sheet in its entirety. Service providers must report against the required data items using the mandatory excel CYFS Data Collection Summary Tool.

### ***Do I need consent from the family prior to collecting data?***

Yes. Service providers have a responsibility to ensure that clients are sufficiently informed about the information to be collected, how it will be collected, the purpose for which it is collected and how it is used, who will access the information and their rights to privacy and confidentiality.

CYFS workers are encouraged to discuss the benefits of data collection as a way to make the client comfortable with providing personal information. Benefits include:

- providing feedback on the service
- improving the service for all clients
- improving outcomes for all clients
- achieving program outcomes

Question 6 of the Client Information Sheet asks whether consent has been obtained for data collection. A family has two options:

- 1) providing data that identifies the family
- 2) providing data that does not identify the family

If a family agrees to provide identifying data, the CYFS worker completes every question on the Client Information Sheet. If a family requests that the data collected does not identify the family, the CYFS worker will complete all questions in the Client Information Sheet except for question 2 regarding 'Family Name'.

Service providers are to develop a naming protocol in order to allocate a unique code to each family in the program for data collection purposes. This code is particularly important for clients that do not want to be identified during the data collection process. The code developed for each family is written into question 1 'Family ID' of the Client Information Sheet.

When developing the naming protocol, service providers are to ensure that the family is not easily identifiable from the code, particularly those families that do not want personal information disclosed.

For example, a naming protocol that may be used in order to allocate a unique code to a family may be: 3 letters from the family surname, followed by the record number from the excel CYFS Data Collection Tool. For a family with the surname of Smith, with the record number of 3 from the excel tool, the code written into question 1 'Family ID' of the Client Information Sheet would be: Smi003.

Clients who decline to participate in the data collection process are not to be denied a service.

***Where can I get the Client Information Sheet?***

Service providers can download the [Client Information Sheet](#) from the 'data collection' section of the Early Intervention and Placement Prevention page on the Community Services website.

## 2.2 CYFS Data Collection Tool (mandatory tool)

The CYFS Data Collection Tool reflects the Client Information Sheet in an excel format, created to collect the data written onto the Client Information Sheet and collate that information into reports. The excel tool is submitted to Community Services once every six months.

### ***Is the excel CYFS Data Collection Tool an optional or mandatory data collection tool?***

The excel EIPP Data Collection Tool is mandatory for services that use the Client Information Sheet to collect data. Service providers must report on all performance measures which are identifiable by an asterisk and sub program abbreviation next to the relevant data item. If your service plans to use existing systems to collect data, see 2.3 below for the reporting requirements.

### ***How do I enter data into the CYFS Data Collection Tool?***

CYFS workers click on the 'CYFS – Client Information' button on the navigation page of the excel tool and then transfer the information collected on case managed clients from the paper based Client Information Sheet into the excel spreadsheet for each family receiving the service.

Once data has been entered into the spreadsheet, service providers can generate two reports from the navigation page of the excel spreadsheet, including the:

- *Raw Data report* - a list view of raw data of the individual families in the program that have been previously entered by CYFS workers. Service providers click on 'Raw Data' on the navigation page to view the raw data.
- *Aggregated Data report* - manipulates the raw data and aligns it with the performance measures in the EIPP Service Specification. Service providers can click on 'Aggregated Data' on the navigation page to view their performance against the key performance measures in the Service Specification.

**Important note:** Even after submitting the CYFS Data Collection Tool to Community Services, service providers should continue using the same excel tool, so that all data collected remains in the same database.

### ***How can I tell the difference between the data that is required to be reported against and the data that is optional in the excel tool?***

The required data that service providers must report against in the excel CYFS Data Collection Tool have an asterisk and sub program abbreviation (e.g. CFS, YFS or both CYFS) next to the relevant data items. The Aggregated Data report includes all required data from the performance measures in the Service Specification.

Data items in the excel tool that do not have an asterisk and sub program abbreviation are optional, but recommended.

***Where can I get the CYFS Data Collection Tool?***

The excel [CYFS Data Collection Tool](#) can be downloaded from the 'data collection' section of the Early Intervention and Placement Prevention page on the Community Services website.

## 2.3 CYFS Data Collection Summary Tool (mandatory tool)

Service providers use the CYFS Data Collection Summary Tool to report on client information where existing data collection systems are in place. Services include the required data items from the Client Information Sheet into existing client entry and exit forms. Services are then required to transfer their data into the CYFS Data Collection Summary Tool for the relevant reporting period.

### ***Is the excel CYFS Data Collection Summary Tool an optional or mandatory data collection tool?***

The excel CYFS Data Collection Summary Tool is mandatory for services that choose to use their organisation's existing client entry and exit forms. Service providers must remember to report on the required data items when completing the CYFS Data Collection Summary Tool.

### ***Are the items listed in the tool required data items?***

Yes. This tool lists the key performance measures as per the EIPP Service Specification, which services are required to report against every six months.

### ***How do I complete the tool?***

Apart from providing a total number about families/young people that accessed the service during the reporting period, CYFS workers are to transfer client information, about clients who have *exited* the program only, from existing data collection systems to the excel spreadsheet. Service providers are to enter in total numbers for each key performance measure.

**Important note:** Even after submitting the CYFS Data Collection Summary Tool to Community Services, service providers should continue using the same excel tool so that all data collected remains in the same database.

### ***Where can I get the CYFS Data Collection Summary Tool?***

The excel [CYFS Data Collection Summary Tool](#) can be downloaded from the 'data collection' section of the Early Intervention and Placement Prevention page on the Community Services website.

## **2.4 2 Week Snapshot (optional tool for CYFS)**

The 2 Week Snapshot was designed to be used as per the definition of advice and referral in the EIPP Service Specification. The tool captures basic information during a two week data collection period each year for young people and/or families who receive short term advice and referral (excluding CYFS case managed clients).

The 2 Week Snapshot has been developed as a paper based sheet and a corresponding excel tool.

### ***Is the 2 Week Snapshot an optional or mandatory data collection tool?***

*The 2 Week Snapshot is an optional data collection tool.*

### ***How do I determine whether I should use the 2 Week Snapshot?***

Service providers should use the tool when information, advice and referral is a major component of their work and for many young people and/or families, is the only service activity component that they receive.

Service providers should discuss with their CPO whether it is appropriate to use the tool. If a major component of a service provider's work includes providing advice and referral to clients without developing a case plan, then the service may want to consider using the tool.

Service providers that deliver services mostly to case managed clients may also choose to bolster their data by using the 2 Week Snapshot, however this is not required.

### ***When do I use the 2 Week Snapshot to collect data?***

Service providers can select 2 consecutive weeks during the July - September quarter to collect data on clients that receive only information, advice and referral.

### ***How do I use the paper based 2 Week Snapshot Sheet and excel 2 Week Snapshot Tool?***

CYFS workers are to print numerous copies of the paper based tool to cover the number of clients seeking only advice and referral. After the advice and referral has been provided, the CYFS worker asks the family questions 1 – 7 and then hand writes the information onto the paper based tool by working across the row and ticking the appropriate box for each question. CYFS workers are to complete a row every time the organisation provides advice and referral services to a client. If the same client requires additional advice or referral services, the CYFS worker completes a new row for that client.

Service providers transfer the information written on the paper based sheet into the excel version of the 2 Week Snapshot.

**Important note:** CYFS workers can choose to directly enter the data into the excel tool, rather than completing the paper based version. The paper based version was created to assist those services that prefer to use paper and enter the data at a later stage.

***Should the client receiving advice and referral be informed about the data being collected during the 2 weeks?***

The client seeking the advice and referral should be briefly informed about the tool, asked if they are willing to answer a couple of questions to assist the service improve. Please note that the tool is not designed for use if the person seeking advice and referral is believed to be under the age of 12 years.

If some of the questions are not considered appropriate in the context, services are able to select the 'question not asked' option.

***I have an existing tool that counts clients who receive advice and referral services. Can I use my own tool?***

Yes. Service providers that have an existing tool in place that captures data on families that receive advice and referral as the only service activity component are able to use these alternative tools during the 2 week data collection period. Any alternative tools used in place of the 2 Week Snapshot are to include the performance measures outlined in the question below.

***What performance measures does the 2 Week Snapshot relate to?***

The 2 Week Snapshot, or alternative tools used by service providers, are required to collect data on the following performance measures in the EIPP Service Specification:

- *Number and percentage of parents/carers who say that through the program they learnt new things:*

- *to assist them in parenting*
- *about services & resources for families in our area*

- *Number and percentage of young people who say that through the program they:*

- *learnt new things*
- *feel more confident*

These performance measures relate to question 5 and 6 of the tool.

***When and where do I submit the outcome of the 2 Week Snapshot?***

The collated data collected during the selected two weeks is entered into the excel 2 Week Snapshot Tool and will be submitted to Community Services as part of the reporting process for CYFS data collection. Services will be advised of the due date closer to the reporting period.

The excel 2 Week Snapshot Tool should be submitted by email to [fundingquestions.serviceproviders@facns.nsw.gov.au](mailto:fundingquestions.serviceproviders@facns.nsw.gov.au).

***Where can I get the 2 Week Snapshot Tool?***

Service providers can download the [2 Week Snapshot Sheet](#) and the [2 Week Snapshot Tool](#) from the 'data collection' section of the Early Intervention and Placement Prevention page on the Community Services website or by following the below link:

## 3. The Data Collection Process

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Services delivered under the CYFS service model vary in intensity depending on the needs of the clients. The data collection process for CYFS has largely been designed to collect information about clients who receive case management and/or parenting programs, however it has been identified that some services provide only advice and referral to a significant proportion of their client group.

Services that provide only information, advice and referral to the majority of clients should negotiate with their local CPO about whether the 2 Week Snapshot Tool will be their only data collection method. See section 2.4.

Services that provide support beyond advice and referral to the majority of their client group may find that the data collection process outlined below in section 3.1 or 3.2 is sufficient for their data collection purposes. Service providers have the choice of negotiating with their local Partnerships and Planning team to collect data using the 2 Week Snapshot Tool, to capture information about those clients that only receive advice and referral. Information about the additional data collection process can be found below under section 3.3.

### 3.1 Data collection using the Client Information Sheet and the excel CYFS Data Collection Tool

The data collection process described below applies to service providers that will be using the Client Information Sheet and the mandatory excel CYFS Data Collection Tool to collect data. This process includes two main stages:

*Stage one:* Data to be collected on entry, when a family is starting with the program

*Stage two:* Data to be collected on exit, when a family is leaving the program

#### ***Stage one: Data collection on entry***

Follow the steps below to complete the data collection process when a family is starting in the program. For tips on data collection on entry, refer to appendix D.

- Step 1) Complete the key data at entry questions of the Client Information Sheet to capture basic information about the family on entry. It is recommended that CYFS workers print out the form, and hand write the information on the form template.
- Step 2) Transfer the hand written data from the Client Information Sheet into the excel CYFS Data Collection Tool. To enter the data into the excel tool, CYFS workers click on the 'CYFS – Client Information' button and complete the corresponding entry details tabs.

### ***Stage two: Data collection on exit***

Follow the steps below to complete the data collection process when a family is leaving the program. For tips on data collection on exit, refer to appendix E.

- Step 1) Complete the key data at exit questions of the Client Information Sheet to capture information about the family on exit. It is recommended that CYFS workers print out the form, and hand write the information on the form template.
- Step 2) Transfer the hand written data from the Client Information Sheet into the excel CYFS Data Collection Tool. To enter the data into the excel spreadsheet, CYFS workers click on the 'CYFS – Client Information' button, search for the relevant family, and complete the corresponding exit details tabs.

## **3.2 Data collection for service providers with existing data collection systems**

The data collection process described below applies to service providers that will collect data using existing data collection systems. Service providers that choose to use existing data collection systems will need to bear in mind that the process outlined below may vary slightly depending on the process used by your organisation.

### ***Stage one: Data collection on entry***

Follow the steps below to complete the data collection process when a family is starting in the program:

- Step 1) Include the required data items from the Client Information Sheet, identifiable by an asterisk and sub-program abbreviation, into existing client entry forms.
- Step 2) Complete the data collection process that your service would undertake to capture information about the family on entry.

### ***Stage two: Data collection on exit***

Follow the steps below to complete the data collection process when a family is leaving the program:

- Step 1) Include the required data items from the Client Information Sheet, identifiable by an asterisk and sub-program abbreviation, into existing client exit forms.
- Step 2) Complete the data collection process that your service would undertake to capture information about the family on exit.
- Step 3) Transfer the required data items, ONLY for clients that have exited the service, to the CYFS Data Collection Summary Tool when reporting to Community Services.

### 3.3 Data collection using the 2 Week Snapshot

The 2 Week Snapshot Sheet and 2 Week Snapshot Tool is for use by CYFS service providers that choose to collect data on advice and referral services provided to clients during a 2 week timeframe in the July - September quarterly period.

The data collection process described below applies to service providers that will be using both the paper based tool and the excel version of the 2 Week Snapshot.

Note: this tool captures occasions of service, rather than information about the mix of service delivery provided to any individual person.

Follow the steps below to complete the data collection process:

- Step 1) Ask the client questions 1 – 7, and then complete questions 1 - 7 on the paper based tool by hand writing the information provided, working across the row and ticking the appropriate box for each question. Complete a row every time your organisation provides advice and referral services to a client.
- Step 2) Transfer the data from the paper based tool to the excel version of the 2 Week Snapshot Tool.

Community Services will advise service providers when the tool is to be submitted.

**Important note:** CYFS workers can choose to enter data directly into the excel tool, rather than completing the paper based version.

## APPENDICES

<b>Appendix A</b>	Glossary
<b>Appendix B</b>	Performance Measures for EIPP C&FS Services
<b>Appendix C</b>	Performance Measures for EIPP Y&FS Services
<b>Appendix D</b>	Tips for data collection on entry
<b>Appendix E</b>	Tips for data collection on exit
<b>Appendix F</b>	Inclusive Data Collection Practice
<b>Appendix G</b>	Strengths and Stressors tool (optional tool for C&FS)

**APPENDIX A**

<b>GLOSSARY</b>	
Disability	<p>As defined by the Disability Services Act 1993:</p> <p>For the purposes of this Act, a person is in the target group if the person has a disability (however arising and whether or not of a chronic episodic nature):</p> <p>(a) that is attributable to an intellectual, psychiatric, sensory, physical or like impairment or to a combination of such impairments, and</p> <p>(b) that is permanent or is likely to be permanent, and</p> <p>(c) that results in:</p> <p>(i) a significantly reduced capacity in one or more major life activities, such as communication, learning, mobility, decision-making or self-care, and</p> <p>(ii) the need for support, whether or not of an ongoing nature.</p>
Low attendance	'Low attendance' for the purposes of collecting data against the CYFS, EIPP Service Specification, means attending school, vocational training or employment for less than 20 hours per week.
Parent/carer	A parent/carer of a child or young person means a person having parental responsibility for the child or young person.
Participated in the program	A family and/or client agreeing to receive a service from an EIPP service provider that includes any of the service activity components as described in the Service Activities of the EIPP Service Specification.

## APPENDIX B Performance Measures for EIPP C&FS Services (including optional measures)

HOW MUCH WE DO ( <i>service quantity</i> )	HOW WELL WE DELIVER SERVICES ( <i>service quality</i> )
<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b>  # of parent/carers in total who participated in the C&amp;FS program (<i>service volume</i>)  # of children in total who participated in the C&amp;FS program:</p> <ul style="list-style-type: none"> <li>○ aged 0-5years (age when they started at service)</li> <li>○ aged 6-12 years (age when they started at service)</li> </ul> <p><b>OPTIONAL</b> (<i>services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder</i>)  # of families referred to the C&amp;FS program (<i>service demand</i>)  # and % of referred families that were accepted &amp; entered C&amp;FS program within 30 days of referral (<i>service uptake</i>)</p> <p># of families who received the following from this C&amp;FS program (<i>service usage for each service component- one family may use multiple components</i>):</p> <ul style="list-style-type: none"> <li>○ Advice/information</li> <li>○ Case Management</li> <li>○ Practical Skills Group</li> <li>○ Counselling</li> <li>○ Home Visiting</li> <li>○ Parenting Skills Group</li> <li>○ Parent Support group</li> </ul>	<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b>  # and % of accepted families who stayed in C&amp;FS program for the planned duration (<i>engagement</i>)  AND # and % of these families who (<i>engagement of 'hard to reach' groups</i>):</p> <ul style="list-style-type: none"> <li>○ Aboriginal and Torres Strait Islander</li> <li>○ Speak a language other than English at home</li> <li>○ Have a parent aged 21years or under</li> <li>○ Have a parent with a disability</li> <li>○ Have a child with a disability</li> </ul> <p><b>OPTIONAL</b> (<i>services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder</i>)  # and % of parents/carers who say at exit (<i>service user satisfaction</i>):</p> <ul style="list-style-type: none"> <li>○ The workers treated them with respect</li> <li>○ Their ideas and opinions were welcomed and included</li> <li>○ The service was helpful</li> </ul>
NUMBER WHO ARE BETTER OFF (#)	PROPORTION WHO ARE BETTER OFF (%)
<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b>  # of parents/carers who say that through the program they (<i>Parent knowledge</i>):</p> <ul style="list-style-type: none"> <li>○ learnt new things to assist them in parenting</li> <li>○ learnt new things about services &amp; resources for families in our area</li> </ul> <p># of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)</p> <p># of families (<i>who used casework or home visiting for more than 3 mths</i>) where the worker assesses increased strengths</p> <p><b>OPTIONAL</b> (<i>services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder</i>)  # of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)</p> <p># of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says - the most important goal was fully achieved (<i>Goal attainment</i>)</p> <p># of children (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>	<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b>  % of parents/carers who say that through the program they (<i>Parent knowledge</i>):</p> <ul style="list-style-type: none"> <li>○ learnt new things to assist them in parenting</li> <li>○ learnt new things about services &amp; resources for families in area</li> </ul> <p>% of parents/carers (<i>who used casework or home visiting or parenting group</i>) who say they now feel more confident in parenting (<i>Parenting skills</i>)</p> <p>% of families (<i>who used casework or home visiting for more than 3mths</i>) where the worker assesses increased strengths</p> <p><b>OPTIONAL</b> (<i>services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder</i>)  % of parents/carers (<i>who used casework or home visiting or support group</i>) who say they now have more support (<i>Social Supports</i>)</p> <p>% of families (<i>who used casework or home visiting, or counselling</i>), where the primary carer says - the most important goal was fully achieved (<i>Goal attainment</i>)</p> <p>% of children (<i>whose family used casework or HV</i>) who were assessed (<i>using PEDS</i>) as at risk of developmental difficulties, who were referred to and attended a child development intervention service to address the developmental gap area</p>

## APPENDIX C Performance Measures for EIPP Y&FS Services (including optional measures)

HOW MUCH WE DO ( <i>service quantity</i> )	HOW WELL WE DELIVER SERVICES ( <i>service quality</i> )
<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b></p> <p># of parent/carers in total who participated in the Y&amp;FS program</p> <p># of young people in total who participated in the Y&amp;FS program:</p> <ul style="list-style-type: none"> <li>o aged 12-14years (age when they started at service)</li> <li>o aged 15-17 years (age when they started at service)</li> <li>o aged 18-24 years - applicable for relevant transitioning services only</li> </ul> <p><b>OPTIONAL (services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder)</b></p> <p># of young people/families referred to the Y&amp;FS program (<i>service demand</i>)</p> <p># and % of referred young people/families accepted &amp; entered into Y&amp;FS program within 30 days of referral (<i>service uptake</i>)</p> <p># of young people/families who received the following from this Y&amp;FS program (<i>service usage for each component- one family may have used multiple components</i>):</p> <ul style="list-style-type: none"> <li>o Advice/information</li> <li>o Case management</li> <li>o Skills Focused Group or Training for young people</li> <li>o Counselling</li> <li>o Parenting Skills Group</li> <li>o Parent Support Group</li> </ul>	<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b></p> <p># and % of accepted young people/families who stayed in Y&amp;FS program for the planned duration (<i>engagement</i>)</p> <p>AND # and % of these who (<i>engagement of 'hard to reach' groups</i>):</p> <ul style="list-style-type: none"> <li>o Aboriginal and Torres Strait Islander</li> <li>o Speak a language other than English at home</li> <li>o Have a parent with a disability</li> <li>o Have a disability (young person) or sibling with a disability</li> </ul> <p><b>OPTIONAL (services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder)</b></p> <p># and % of parents/carers who participated who say (<i>service user satisfaction</i>):</p> <ul style="list-style-type: none"> <li>o The workers treated them with respect</li> <li>o Their ideas and opinions were welcomed and included</li> <li>o The service was helpful</li> </ul> <p># and % of young people who say (<i>service user satisfaction</i>):</p> <ul style="list-style-type: none"> <li>o The workers really listened to them</li> <li>o The group/activity was fun (for group programs/activities)</li> <li>o The service was helpful</li> </ul>
NUMBER WHO ARE BETTER OFF (#)	PROPORTION WHO ARE BETTER OFF (%)
<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b></p> <p># of young people who say that through the program they:</p> <ul style="list-style-type: none"> <li>o Learnt new things ( relevant to positive life choices)</li> <li>o Feel more confident (in relevant life skill area)</li> </ul> <p># of young people (<i>who used casework</i>) with poor attendance at entry who:</p> <ul style="list-style-type: none"> <li>o Now (at exit) attend school regularly</li> <li>o Now (at exit) attend vocational training or at least 20 hrs/week paid employment</li> </ul> <p># of young people (<i>who used casework or counselling</i>), who say the most important goal was fully achieved</p> <p># of young people (<i>who used casework or counselling for more than 3mths</i>) where the worker assesses increased resiliency factors</p> <p><b>OPTIONAL (services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder)</b></p> <p># of young people (<i>who used casework</i>) disconnected from family or at risk of being so who:</p> <ul style="list-style-type: none"> <li>o Now (at exit) live with their immediate or extended family</li> <li>o If living independently - Now (at exit) have contact with family members at least monthly</li> </ul> <p># of young people(<i>who used casework</i>) who participate in a positive community activity not done before (e.g. organized sport, arts or cultural activity; volunteering, community group)</p> <p># of parents/carers who participated who say that through the program they:</p> <ul style="list-style-type: none"> <li>o learnt new things to assist them as parents</li> <li>o learnt new things about services &amp; resources for families in our area</li> </ul> <p># of parents/carers (<i>who used parenting group</i>) who say they now feel more confident in parenting</p> <p># of parents/carers (<i>who used casework or counselling</i>) who say (at exit):</p> <ul style="list-style-type: none"> <li>o they now feel more enjoyment in time spent with their young person</li> <li>o the most important goal was fully achieved</li> </ul>	<p><b>TO BE COLLECTED FOR PERFORMANCE MONITORING &amp; REPORTING</b></p> <p>% of young people who say that through the program they:</p> <ul style="list-style-type: none"> <li>o Learnt new things - relevant to positive life choices (YP knowledge)</li> <li>o Feel more confident - in relevant life skill area (YP skill)</li> </ul> <p>% of young people (<i>who used casework</i>) with poor attendance at entry who:</p> <ul style="list-style-type: none"> <li>o Now (at exit) attend school regularly (Educational engagement or employment)</li> <li>o Now (at exit) attend vocational training or at least 20 hrs/week paid employment</li> </ul> <p>% of young people (<i>who used casework or counselling</i>), who say the most important goal was fully achieved (<b>Goal attainment</b>)</p> <p>% of young people (<i>who used casework or counselling for more than 3mths</i>) where the worker assesses increased resiliency factors</p> <p><b>OPTIONAL (services may wish to collect data on these to inform service improvement BUT are not required to report on optional measures to funder)</b></p> <p>% of young people (<i>who used casework</i>) disconnected from family or at risk of being so who:</p> <ul style="list-style-type: none"> <li>o Now (at exit) live with their immediate or extended family (Connection to family)</li> <li>o If living independently - Now (at exit) have contact with family members at least monthly</li> </ul> <p>% of young people(<i>who used casework</i>) who participate in a positive community activity not done before (<b>Positive community participation</b>)</p> <p>% of parents/carers who participated who say that through the program they:</p> <ul style="list-style-type: none"> <li>o learnt new things to assist them as parents (Parent knowledge)</li> <li>o learnt new things about services &amp; resources for families in our area</li> </ul> <p>% of parents/carers (<i>who used parenting group</i>) who say they now feel more confident in parenting (<b>Parenting skills</b>)</p> <p>% of parents/carers (<i>who used casework or counselling</i>) who say (at exit):</p> <ul style="list-style-type: none"> <li>o they now feel more enjoyment in time spent with their young person (Improved relationship)</li> <li>o the most important goal was fully achieved (Goal attainment)</li> </ul>

## APPENDIX D

### TIPS For data collection on entry

**Tips for service providers when entering data into the excel CYFS Data Collection Tool:**

**TIP 1:**

Save the CYFS Data Collection Tool from the Community Services website to your computer prior to entering data into the tool.

**TIP 2:**

From the navigation page, when a worker clicks on the excel 'CYFS Client Information' button, they will notice that each client has 6 'tabs' which will contain information collected both on entry and exit. Click across each tab in order to view the questions.

**CHILD, YOUTH AND FAMILY SUPPORT - CLIENT INFORMATION**

1. Family ID  ? \* CYFS

2. Family Name/s  ?

3. Program Received  ?

Help Save/update Cancel

Add new client Close

ENTRY DETAILS | ENTRY DETAILS CONT. | EXIT DETAILS | EXIT DETAILS CONT. | EXIT DETAIL CONT. | EXIT DETAILS CONT. |

4. Date referral received:

5. Date family/young person started receiving service  
(i.e. eligibility confirmed and family/young person consented to participate and started)

6. Was consent obtained for data collection?

7. How many parents/carers are in this family?

0 - 5 yrs 6 - 11 yrs

8. How many children/young people are in this family, in total and by age?

12 - 17yrs 18 - 24yrs

9. For young people only: \* YFS

A. How many young people (12 - 17 years) have low attendance at the following, on entry?  School Vocational training Employment (less than 20 hrs p/wk)  ?

B. How many young people (18 - 24 years) have low attendance at the following, on entry?  School Vocational training Employment (less than 20 hrs p/wk)

First Client Prev. Client 2 Next Client Last Client

**TIP 3:**

Services can press 'tab' on the keyboard to scroll through the questions or use the mouse to click on the questions. Even after submitting the CYFS Data Collection Tool to Community Services, service providers should continue using the same excel tool so that all data collected remains in the same database.

**TIP 4:**

Service providers that use Microsoft Office 2010 may need to enable all of the fields and then save the data. If you experience technical problems, call the telephone support number on 9716 2599.

**TIP 5:**

The 'next client' and 'previous client' buttons at the bottom of the screen of the CYFS Data Collection Tool will take you through the clients that have been previously entered into the tool.

Services need to enter at least one saved client record in the tool before clicking the 'next client' button. After you have added at least one other client then you can use the 'next client' button to navigate through the client records.

The screenshot displays the 'CHILD, YOUTH AND FAMILY SUPPORT - CLIENT INFORMATION' window. It features several input fields and buttons. At the top, there are fields for '1. Family ID', '2. Family Name/s', and '3. Program Received', each with a help icon and a red asterisk indicating a required field. To the right of these fields are buttons for 'Help', 'Save/update', 'Cancel', 'Add new client', and 'Close'. Below these is a tabbed interface with 'ENTRY DETAILS' selected. The main area contains questions 4 through 9, with various dropdown menus and text boxes for answers. At the bottom, there are navigation buttons: 'First Client', 'Prev. Client', a page indicator '2', 'Next Client', and 'Last Client'. The 'Prev. Client' and 'Next Client' buttons are circled in red.

**TIP 6:**

The record number for a family is found at the bottom of the screen, between the 'previous client' and 'next client' buttons of the CYFS Data Collection Tool. Make a note of this number on the last page of the paper based Client Information Sheet when entering a new family into the CYFS Data Collection Tool. This will assist when searching for the client data when the client exits the program

The screenshot shows a software window titled "CHILD, YOUTH AND FAMILY SUPPORT - CLIENT INFORMATION". It contains several input fields and buttons. At the bottom, a row of buttons includes "First Client", "Prev. Client", a button with the number "2" circled in red, "Next Client", and "Last Client".

1. Family ID:  ? \* CYFS

2. Family Name/s:  ?

3. Program Received:  ?

Buttons: Help, Save/update, Cancel, Add new client, Close

TAB: ENTRY DETAILS | ENTRY DETAILS CONT. | EXIT DETAILS | EXIT DETAILS CONT. | EXIT DETAIL CONT. | EXIT DETAILS CONT.

4. Date referral received:

5. Date family/young person started receiving service  
(i.e. eligibility confirmed and family/young person consented to participate and started)

6. Was consent obtained for data collection?

7. How many parents/carers are in this family?

0 - 5 yrs      6 - 11 yrs

8. How many children/young people are in this family, in total and by age?

12 - 17yrs      18 - 24yrs

9. For young people only: \* YFS

A. How many young people (12 - 17 years) have low attendance at the following, on entry?

School      Vocational training      Employment (less than 20 hrs p/wk)  ?

B. How many young people (18 - 24 years) have low attendance at the following, on entry?

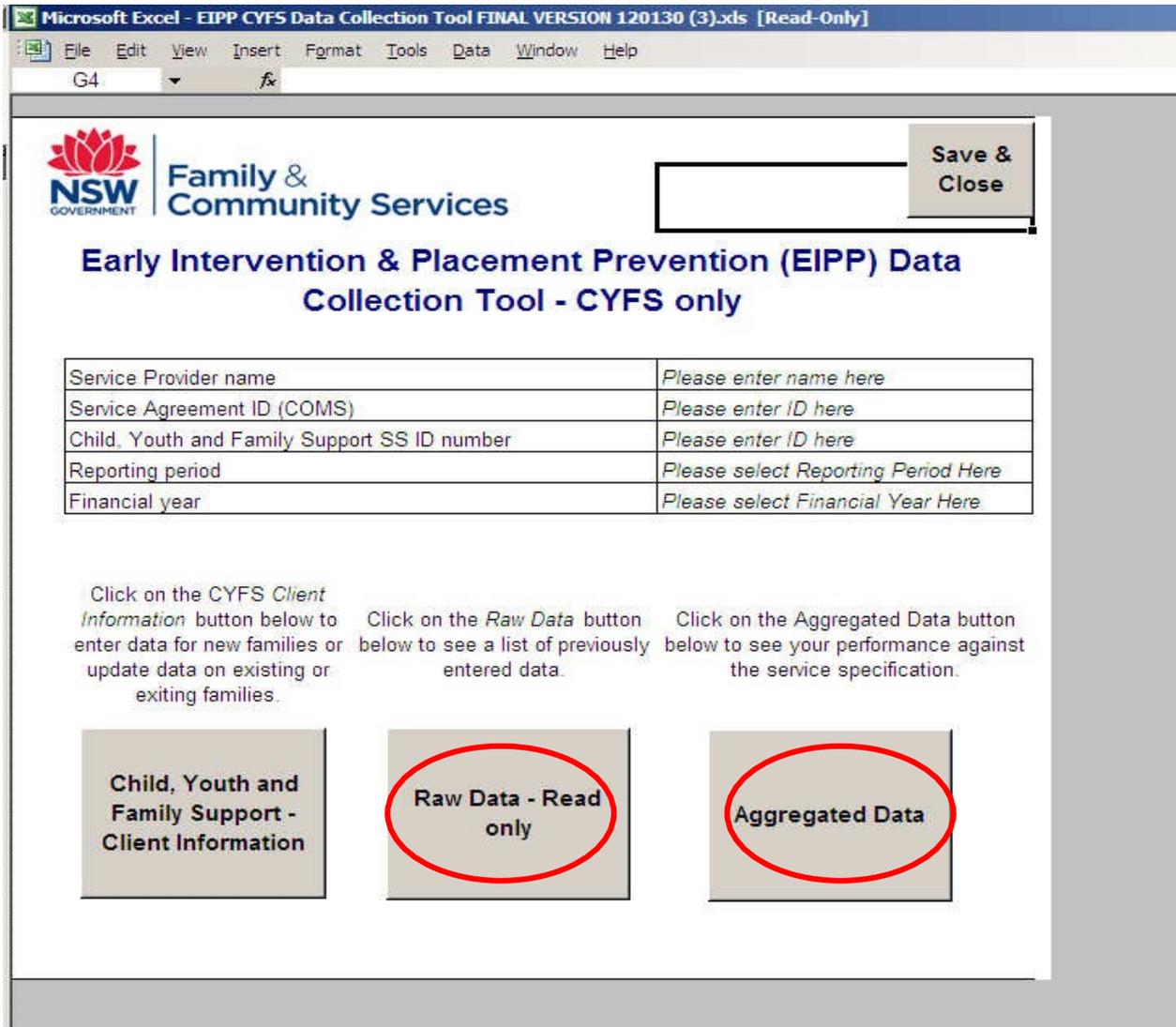
School      Vocational training      Employment (less than 20 hrs p/wk)

Buttons: First Client, Prev. Client, 2, Next Client, Last Client

**Important note:** the record number at the bottom of the screen starts at two; you may need to take this into account if you are keeping track of the total number of families in your service by using the record numbers.

**TIP 7:**

To view the data entered into CYFS Data Collection Tool, click on Raw Data and/or Aggregated Data to view the relevant report. If you select the Aggregated Data select the relevant financial year for which you have entered data.



**Important note:** the date the client started receiving a service is the date used to determine which financial year the client will show up against when the Aggregated Data report is generated.

## APPENDIX E

### TIPS For data collection on exit

#### **Tips for service providers when entering data into the excel CYFS Data Collection Tool:**

##### **TIP 1:**

To search for the relevant client on the excel spreadsheet (as data was previously entered into the tool upon entry of the client), CYFS workers enter the record number that was recorded on the last page of the paper based Client Information Sheet into the field between the 'previous client' and 'next client' buttons and hit enter. Alternatively, you can scroll through the clients using the 'next client' button.

CHILD, YOUTH AND FAMILY SUPPORT - CLIENT INFORMATION

1. Family ID  ? \* CYFS

2. Family Name/s  ?

3. Program Received  ?

Help Save/update Cancel

Add new client Close

ENTRY DETAILS ENTRY DETAILS CONT. EXIT DETAILS EXIT DETAILS CONT. EXIT DETAIL CONT. EXIT DETAILS CONT.

4. Date referral received:

5. Date family/young person started receiving service  
(i.e. eligibility confirmed and family/young person consented to participate and started)

6. Was consent obtained for data collection?

7. How many parents/carers are in this family?

0 - 5 yrs 6 - 11 yrs

8. How many children/young people are in this family, in total and by age?

12 - 17yrs 18 - 24yrs

9. For young people only: \* YFS

A. How many young people (12 - 17 years) have low attendance at the following, on entry?    ?

School Vocational training Employment (less than 20 hrs p/wk)

B. How many young people (18 - 24 years) have low attendance at the following, on entry?

School Vocational training Employment (less than 20 hrs p/wk)

First Client Prev. Client  2 Next Client Last Client

##### **TIP 2:**

It is important for service providers to enter the date a client exits the program. Leaving the exit date as a blank field means that any information related to that client will not carry over into the Aggregated Data report.

## **APPENDIX F     Inclusive Data Collection Practice**

Service providers that are new to data collection may want to consider the information below when collecting data from particular client groups. Service providers that have successful strategies in place when collecting data from the below client groups are encouraged to continue to use their own strategies.

Respectful and inclusive practice is extremely important during the data collection process. For genuine and meaningful participation from particular client groups, it may be necessary to make minor adaptations to data collection methods. It is important to ensure that your data gathering process is a positive experience for all clients.

### *Aboriginal and Torres Strait Islander clients*

Aboriginal and Torres Strait Islander communities and families in NSW are diverse. It is important that service providers develop genuine relationships with the local Aboriginal and Torres Strait Islander communities and to learn respectful ways of operating in that community context. It is also important for service providers to be mindful of past negative experiences of Aboriginal and Torres Strait Islander communities with the service system. Developing an understanding of this history is essential and needs to be applied when selecting respectful ways of collecting data from Aboriginal and Torres Strait Islander parents, carers and young people.

When collecting data, service providers may use the tools as a guide in an informal conversation and unstructured approach. Service providers may consider using a worker with an Aboriginal and/or Torres Strait Islander background that is familiar with the local context and has the ability to connect with the Aboriginal and Torres Strait Islander community.

### *Culturally and Linguistically Diverse (CALD) clients*

The cultural and language needs of clients should be considered in selecting the method of data collection. Where a client or family has limited English literacy skills, it is recommended that the tools are used as a guide in an informal conversation and unstructured approach. Completion of the questions in the data collection tools with the assistance of an interpreter may be appropriate. Service providers are required to clearly explain the data collection process, reasons for collecting data and how the information provided will be used.

### *Clients with an intellectual disability or learning difficulty*

Service providers may adapt the data gathering method into an informal conversation that is unstructured and suited to the abilities of a client with an intellectual disability or learning difficulty. Workers are to give a clear explanation about the data collection process and explain any words in the questions from the data collection tools that are challenging for the client to understand. Service providers may wish to give clients with an intellectual disability or learning difficulty the option of having a support person of their choice with them to assist them when answering the questions.

## **APPENDIX G Strengths and Stressors tool (optional tool for C&FS)**

The Strengths and Stressors tool is an optional tool for use by Child and Family Support (C&FS) services to assist in collecting additional data related to increased strengths. The Strengths and Stressors tool was not designed for use by Youth and Family Support (Y&FS) service providers that provide services to young people.

C&FS service providers may choose to use the tool to assess family strengths and stressors and whether there has been change over time for families in the program for three months or longer. The items in the tool are a list of behaviours and conditions that are known predictors of child maltreatment that may lead to the placement of children in OOHC.

The Strengths and Stressors tool is subject to copyright, however Community Services has been granted permission by the author to use the tool in EIPP for the purpose of data collection, as long as the author's name is cited on the tool. Service providers are not to alter the tool in any way.

### ***Do I need to report on outcomes to Community Services?***

No. C&FS service providers that choose to use the optional Strengths and Stressors tool to collect data on increased strengths are not required to report on the outcomes to Community Services.

### ***Can an alternative tool be used in place of the Strengths and Stressors tool?***

Yes. C&FS service providers that wish to collect additional data about increased strengths that have a similar tool in place are able to use an alternative tool to assess and measure increased strengths for families in the program for three months or longer. The Strengths and Stressors tool is optional.

### ***What performance measure does the Strengths and Stressors tool relate to?***

The Strengths and Stressors tool is not related to performance measures in the EIPP Service Specification for C&FS. Data collected using the Strengths and Stressors tool is additional data for C&FS service providers who find the data useful for monitoring the progress of clients and for service improvement.

### ***Who fills in the Strengths and Stressors tool?***

The C&FS worker with primary responsibility for working with the family is to complete the Strengths and Stressors tool or alternative tool.

The Strengths and Stressors tool is intended to guide assessment and service planning, and is therefore completed by the worker who will plan services and see that they are delivered to the family.

### ***When is the Strengths and Stressors tool to be filled in?***

C&FS workers complete the first assessment using the Strength and Stressors tool when a family enters the program and again on exit, as a measure of increased strengths for families in the program for three months or longer.

It is recommended that, where possible, the worker who completes the first assessment also completes the assessment on exit, for reliable and consistent data collection. A C&FS worker is to complete the Strengths and Stressors tool, or alternative tool, with the family present, to increase family participation in the assessment of their strengths and stressors.

Re-assessment using the tool is encouraged as a way to identify progress toward outcomes and supports revision of the case plan with families that are in the program for three months or longer. Data collected during re-assessment does not need to be reported to Community Services.

### ***How does a C&FS worker use the rating scale?***

The Strength and Stressors tool is designed for rating by the C&FS worker. The worker is to record whether each item listed on the tool exists for the family as a strength or a stressor, and to what degree. Ratings should be recorded at least twice for each family that is in the program for three months or longer. The first assessment occurs when the family enters the program, and the second assessment occurs when the family exits the program.

The below table outlines the rating scale:

<b>C&amp;FS Rating Scale</b>					
<b>-3</b>	<b>-2</b>	<b>-1</b>	<b>0</b>	<b>+1</b>	<b>2</b>
Serious stressor	Moderate stressor	Mild stressor	Adequate/Community norm	Mild strength	Clear strength

Service providers will notice that the ratings in the rating scale are not defined by criteria or by a specific definition. C&FS workers within the same service are to discuss the difference between each rating with one another in order to reach a decision about how each rating will be defined. It is important to note that the criteria and/or definitions agreed for the ratings are only relevant within the service and do not have to align with definitions agreed by other service providers.

When a family enters the program, a C&FS worker is to complete the 'intake rating' column using the criteria and/or definition developed for each rating. Once the ratings have been completed for a family, the C&FS worker is required to consider the whole picture in developing the case plan with the family. Useful points for the worker to consider may include:

- Which strengths and stressors 'pop off the page'?
- Are they mostly environmental, social, parental etc?
- Are they community level, family level or individual level needs?
- What do the stressors and their interaction mean for the level of safety and risk?
- How can the existing strengths be utilised?

A C&FS worker is not limited to the above points and is required to make a holistic assessment of the Strengths and Stressors tool based on the results for each individual family. The tool supports a strengths based approach to case planning that involves building the family case plan around the needs and goals identified at the initial assessment.

When a family exits the program, the C&FS worker is to complete the 'exit rating' column. It can be useful for the C&FS worker to share the results of the Strengths and Stressors tool at exit or when the tool is used for re-assessment of the family in the program for three months or longer. Sharing the results with the family highlights the improvement and progress made throughout the duration of the program.

### ***Whose rating should be recorded?***

If the family and C&FS worker differ in their opinions of whether an item on the tool is a strength or a stressor, or to what degree, the worker should circle their own opinion. C&FS workers may want to record both ratings (by circling the opinion of the family in another colour), however for data collection purposes, the worker's rating should be used.

### ***How do we know if increased strengths have been achieved when using the Strengths and Stressors tool?***

In C&FS, increased strengths have been achieved if any items within two or more domains/factors of the Strengths and Stressors tool have changed from being a stressor at initial assessment, to a strength at final assessment.

For example, at initial assessment items were identified as stressors within the following domains for a family: environment, social support, parental capabilities and family safety. The assessment on exit showed that items within the parental capabilities and family safety domains had become strengths. This example demonstrates that change was achieved over time for items in two domains, therefore increased strengths were present.

### ***Where can I get the Strengths and Stressors tool?***

The [Strengths and Stressors tool](#) can be downloaded from the 'data collection' section of the Early Intervention and Placement Prevention page on the Community Services website.