APPENDICES

A RESEARCH QUESTIONS

This appendix provides a summary of the research questions and related subquestion that guided the PIR.

A.1 What progress has been made by CfC FP in implementing the 2014 reforms?

Sub questions	Primary sources of information
1. To what extent is the local community engaged in decision making around the allocation of funding for services? Representation of CALD and Aboriginal community views (if applicable)?	CP, FP, other stakeholders – including committee members, other service providers, other government representatives
2. Are the views/input of the community adequately captured in the Activity Work Plan/Community Strategic Plan?	CP, Committee Members
3. What activities are being conducted to support school transition and engagement?	FP & CP, Committee Members, Grant Agreement Managers
4. What is the membership of the CfC Committee? Are clients, parents and caregivers, local businesses and service providers (other than Community Partners) adequately represented?	CP, FP, Committee Members, other service providers
5. Are Committees working well to identify community need?	CP, FP and Committee members
6. How often are CfCs (intended to share and learn about best practice and evidence models) forums held? Do providers find it useful?	DSS Policy and Operational Managers, CP, FP; Programme documents
7. What other mechanisms are there to share and learn about best practice and evidence models?	CP, FP, AIFS, other stakeholders – including committee members, other service providers, other government representatives
8. Are FPs still delivering services or have most services been subcontracted to CPs? If the former, why is that?	FP, CP, Grant Agreement Managers
9. Are FPs working to build capacity of CP and other service providers? If so, how?	CP, FP, other service providers, Grant Agreement Managers
10. Is there evidence of improved collaboration and networking between FPs and CPs and between sites? Do services routinely conduct joint planning, share information and make appropriate referrals?	CP, FP, CfC Committee Members, Local Government/State Government representatives, Grant Agreement Managers
11. What percentage of CfC FP funding is being allocated to purchasing evidence based programmes, as defined by CFCA?	Grant Agreement Managers, DSS Policy and Operational Managers, DEX Managers Desktop research

Sub questions	Primary sources of information
12. Have FP/CPs been effective in implementing/adapting the AIFS evidence based programme profiles and/or having their own programmes assessed as Evidence based by CFCA?	CP, FP, AIFS representative, DSS Policy and Operational Managers
13. How effective has the programme been in identifying new evidence based practices for service delivery?	CP, FP, AIFS representative, DSS Policy and Operational Managers
14. How well do staff in CP/FP organisations understand the evidence requirements when submitting alternative programme profiles?	CP, FP, AIFS
15. Proportion of programmes submitted vs programmes approved by AIFS	CP, FP, AIFS representative
16. What type of support has been provided by the Industry List/ Families and Children Expert Panel and CFCA e.g. providing training around the use of evidence based practices, supporting the development of outcomes measures and training, supporting organisations to trial and evaluate new approaches? How effective has the support been?	CP, FP, AIFS representative, DSS Policy and Operational Managers
17. Are service providers meeting their data collection and reporting obligations i.e. into DEX and through stocktakes and Activity Workplans? Is the data being collected useful for informing policy and program decisions? How robust/comparable is the data?	DEX, DSS Policy and Operational Managers, Grant Agreement Managers, programme documents
18. Have service providers opted into the Partnership Approach offered by DEX? If so, how have they found SCORE?	FP, DEX

A.2 How have Facilitating Partners and Community Partners found the transition to using DEX and what (if any) support or improvements are required to ensure its timely and effective use?

Research questions	Sources of information
1. What implementation support was/is provided to CP/FP organisations?	FP, CP, DEX manager
2. Did you have the appropriate systems in place at the time of transition? If not, have you now implemented systems?	FP, CP
3. Did you participate in training provided in transitioning to new reporting arrangements?	FP, CP
4. How well do staff in your organisation understand the new reporting requirements?	FP, CP
5. Do FP/CP have a good understanding of why the data is being collected?	FP, CP
6. Have there been improvements (or deteriorations) in meeting data reporting time frames and requirements? Reduction in administrative burdens (red tape)?	FP, CP
7. Do you feel that the data being collected sufficiently captures the outcomes being achieved for the community/clients?	FP, CP
8. Are CP/FP being provided with regular feedback on their performance?	FP, CP, Grant Agreement Managers

A.3 Are there any unintended consequences – either positive or negative – observed to date in implementing the 2014 reforms?

Research questions	Sources of information
1. What has been the impact of subcontracting arrangements on existing service delivery and meeting the needs of the community?	FP, CP, Grant Agreement Managers, other stakeholders – including committee members, other service providers, other government representatives
2. Has this affected the relationship between service providers in the area?	FP, CP, Committee members, other service providers
3. Have any conflicts of interest arisen as a result of subcontracting arrangements? If so, what were they?	Grant Agreement Managers, FP, CP, Committee members
4. Has the requirement to allocate at least 30 per cent of funding to evidence based programs affected service delivery on the ground? If so, how?	FP, CP, other stakeholders – including committee members, other service providers, other government representatives
5. What changes have you seen in the mix of programmes you offer as a result of the 2014 reforms? Has this led to service gaps? Has this had flow on effects to other services who are not part of the CfC FP initiative?	FP, CP, other stakeholders – including committee members, other service providers, other government representatives
6. Does the evidence based framework provide enough flexibility for service providers to adapt/tailor services to their community? Are they ensuring fidelity to programs? Are they comfortable selecting the right program for their community?	FP, CP, other stakeholders – including committee members, other service providers, other government representatives
7. What benefits have you seen from the evidence based framework? Would you recommend any changes to improve the implementation of evidence based programes?	All stakeholder groups, programme documents

A.4 What options are recommended to address any difficulties/challenges being encountered in implementing the 2014 reforms, or to maximise positive aspects?

Research questions	Sources of information
1. What have been the positives of the reform?	All stakeholder groups, programme documents
2. What do you see as the key enablers and barriers to this reform?	All stakeholder groups, programme documents
3. What could have been done differently?	All stakeholder groups
4. What improvements would you suggest for the future?	All stakeholder groups

B

SURVEY QUESTIONNAIRE AND DISCUSSION GUIDES

This appendix provides all survey questionnaires and discussion guides used to collect data to inform the PIR.

B.1 Survey questionnaires

B.1.1 Community Partner questionnaire

1. Where is your Service Delivery Area located?

- ○ Australian Capital Territory/New South Wales
- ○ Northern Territory
- ○ Queensland
- ○ South Australia
- ○ Tasmania
- ○ Victoria
- ○ Western Australia

2. How many individuals does your organisation employ for the CfC FP programme, specifically in your Service Delivery Area?

○ 1 ○ 2-5 ○ 6-19 ○ 20-49 ○ 50-199 ○ More than 200

3. The questions below relate to number of changes to the CfC FP programme, which were introduced in July 2014. Please indicate how much you agree or disagree with each change.

	SA	A	Neither	D	SD
The requirement to increase focus on sub-contracting arrangements, including red-tape reduction and transparency	○	○	○	○	○
The requirement that at least 30 per cent of CfC FP service delivery funding be allocated to CFCA approved evidence-based programmes by 1 July 2015	○	○	○	○	○
The introduction of an additional objective of supporting school transition and engagement	○	○	○	○	○
The requirement that Facilitating Partners play a strategic role only and that direct service delivery is sub-contracted to Community	○	○	○	○	○

Partners					
The requirement that at least 50 per cent of CfC FP service delivery funding be allocated to CFCA approved evidence-based programme 1 July 2017	○	○	○	○	○
The requirement to broaden the membership of CfC Committees	○	○	○	○	○

4. The statements below relate to your Service Delivery Area's Communities for Children (CfC) Committee, of which you are a chair or member. Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD
CfC Committee members (other than your organisation) are actively involved in the monitoring of the Activity Work Plan	○	○	○	○	○
The CfC Committee actively engages with the local community on the development of the Community Strategic Plan and Activity Work Plan	○	○	○	○	○
Overall, the establishment of a CfC Committee has been a positive development for the community	○	○	○	○	○
The CfC Committee meets according to the frequency outlined in the Committee's terms of reference	○	○	○	○	○
CfC Committee members (other than your organisation) lead sub working groups and consultations	○	○	○	○	○
It is easy to find the suitable members to be on the Committee to ensure a cross section of community representation	○	○	○	○	○
Overall, the Committee is an effective arrangement for local decision making about the CfC FP programme	○	○	○	○	○
CfC Committee members (other than your organisation) are actively involved in the development of the Activity Work Plan	○	○	○	○	○

5. From the following list, please indicate which of the following groups are members of (or represented on) the CfC Committee (select all that apply):

- ☐ Aboriginal and/or Torres Strait Islander peop
- ☐ Other
- ☐ Service users
- ☐ Culturally and linguistically diverse people
- ☐ Parents and caregivers
- ☐ Service providers (other than Facilitating or Community Partners)
- ☐ Government representatives (state/territory or federal)
- ☐ Local business representatives
- ☐ Community Partners

6. Which of the following areas of skills and experience are present in the membership of the CfC Committee in your Service Delivery Area? (Select all that apply):

- ☐ Early childhood development, including learning and literacy
- ☐ Parent and family support and relationships
- ☐ Evaluation, performance management and research
- ☐ Cultural and linguistic diversity
- ☐ Aboriginal and/or Torres Strait Islander culture and language
- ☐ Other -
- ☐ Ante-natal, post-natal and early childhood health and wellbeing
- ☐ Community development

7. Please provide any comments on how the CfC FP Committee has impacted your community (50 words or less)

The following questions relate to the evidence-based requirements for the CfC FP programme. For the purposes of this section the evidence based requirements refer to the "requirement that 30 per cent of funding for direct service delivery be allocated to Children Family Community Australia (CFCA) approved evidence-based profiles by 1 July 2016, and that this be increased to 50 per cent by 1 July 2017".

8. In the last twelve months, how many programmes has your CfC FP site submitted to the CFCA to be assessed as 'evidence-based'? Please enter a number

9. How many of these programmes have been approved by the CFCA? Please enter a number

10. How many programmes currently being delivered in your CfC FP site have been selected from the CFCA Guidebook? Please enter a number

11. The following statements relate to the implementation of the evidence-based requirements in your CfC FP site.

Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD	NA
The CFCA's evidence-based profiles in the Guidebook are aligned to the needs of the community in the Service Delivery Area	○	○	○	○	○	○
In the last 12 months, I have received support from the Families and Children Activity Industry List	○	○	○	○	○	○
The timeframe for implementing the evidence-based requirements are reasonable and in line with the resourcing, capacity and capability of organisations in my Service Delivery Area	○	○	○	○	○	○

The rationale for introducing the evidence-based requirements was clear	○	○	○	○	○	○
My CfC FP site is well positioned to meet the 50 per cent evidence-based programmes requirements in 1 July 2017	○	○	○	○	○	○
In the past 12 months, I have received support from my Grant Agreement Manager in relation to implementing evidence-based programmes	○	○	○	○	○	○
My CfC FP site has access to alternative training/mechanisms (other than that provided by the CFCA) to share and learn about best practice evidence models	○	○	○	○	○	○
The evidence criteria, provided by CFCA, for submitting the new programme profiles for assessment are clear	○	○	○	○	○	○
The process for submitting a new programme profile for approval is easy	○	○	○	○	○	○
My CfC FP site receives adequate support from the CFCA to implement the evidence-based requirements	○	○	○	○	○	○

Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD	NA
My Community Partner/s understand the process for choosing a programme from the Guidebook	○	○	○	○	○	○
My Community Partner/s understand the process for having a programme assessed by the CFCA as being evidence based	○	○	○	○	○	○
I am confident that my Community Partner/s are maintaining programme fidelity when delivering programmes from the Guidebook	○	○	○	○	○	○
My Community Partner/s are well positioned to meet the 50 per cent evidence based programme requirements in 1 July 2017	○	○	○	○	○	○

12. Does your organisation directly deliver* any CFCA approved evidence-based programme profiles (either from the Guidebook or a programme which has been assessed as being evidence based by CFCA) in your Service Delivery Area?

*Please note that while Facilitating Partners are meant to play a strategic role, it is recognised that some Facilitating Partners may still be delivering services directly where there are no suitable Community Partners within the Service Delivery Area

○ Yes

- [ ] No - please move to question 14

13. If your organisation delivers CFCA approved evidence-based programmes, which of the following changes has your organisation made to make the programme/s more relevant to your community? (Select all that apply)

- ☐ Changing the number of participants
- ☐ Changing the length of sessions
- ☐ Changing the types of skills participants learn
- ☐ Using staff/volunteers who may not be formally trained to deliver the service
- ☐ Replacing programme images to show children, youth and families that look like the target audience
- ☐ Changing the number of staff required to deliver a service
- ☐ Not applicable
- ☐ Changing the number of sessions
- ☐ Adding content to make the programme more appealing to participants
- ☐ Altering programme topics or key messages
- ☐ Replacing cultural references
- ☐ Changing language (translations or vocabulary)

14. In the last twelve months, what services has your organisation purchased from the Families and Children Activity Industry List? (Select all that apply)

- ☐ No services
- ☐ Expert advice
- ☐ Expert advice and planning
- ☐ Programme evaluation, implementation and monitoring
- ☐ Long term and complex projects

15. Please provide any further comments on your organisation's experience with implementing the evidence based programme requirement. (50 words of less)

16. The statements below relate to the level of capacity building and sector linkages within your CfC FP site. Please indicate how much you agree or disagree with each statement

	SA	A	Neither	D	SD
In the last 12 months, there has been an increase in the number of services related to school transition and engagement provided through the CfC FP programme	○	○	○	○	○
My organisation builds and maintains referral pathways with government agencies, mainstream services including housing, health, education, mental health and drug services, within the CfC site	○	○	○	○	○
Community Partners in my CfC FP site have strong relationships with local schools, kindergartens and/or child care centres	○	○	○	○	○
My organisation builds and maintains referral pathways with government agencies, mainstream services including housing, health, education, mental health and drug services, beyond my CfC site	○	○	○	○	○
In the last 12 months, there has been an increase in the number of recipients of services related to school transition and engagement provided through the CfC FP programme	○	○	○	○	○
My organisation liaises with other Facilitating Partners in CfC FP sites in relation to the CfC FP programme	○	○	○	○	○
My organisation has strong relationships with local schools, kindergartens and/or child care centres	○	○	○	○	○

17. What types of training and support provided by Department of Social Services or Children Family Community Australia assist you, or your organisation, to build capacity and create sector linkages? (50 words or less)

18. What support does your organisation provide to Community Partners to build their capacity to implement the changes introduced in 1 July 2014? (Select all that apply)

- ☐ Governance Training
- ☐ Project Management Training
- ☐ Administration support
- ☐ No support
- ☐ Data Systems Training

- [ ] Other
- [ ] Research and Evaluation training
- [ ] Developing Programme Logics
- [ ] Professional Mentoring

19. What areas have you, or your organisation, had to place greater emphasis on as a result of the 2014 reforms? Select all that apply

- [ ] Stakeholder management
- [ ] Community engagement
- [ ] Engaging with business
- [ ] Data entry
- [ ] Contract management
- [ ] Conducting evaluations
- [ ] Administrative and reporting processes
- [ ] Not applicable
- [ ] Staff development
- [ ] Other
- [ ] Governance practices
- [ ] Outcomes measurement

20. The following statements relate to the Department of Social Services Data Exchange (DEX) platform. Please indicate how much you agree or disagree with each statement.

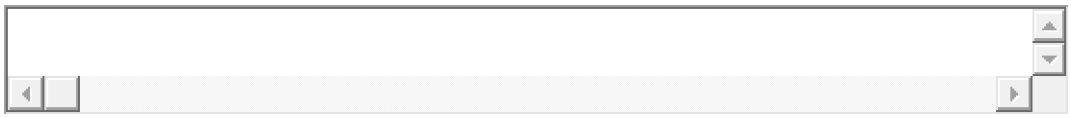
	SA	A	Neither	D	SD
DEX's training resources and e-learning modules are a useful tool for my organisation	○	○	○	○	○
Instructions on how to use the SCORE Translation Matrix are clear	○	○	○	○	○
The transition to DEX has been an easy process for Community Partner organisations	○	○	○	○	○
Reporting requirements under the DEX are clear	○	○	○	○	○
Instructions on the DEX protocol are clear	○	○	○	○	○
The transition to DEX has been an easy process for my organisation	○	○	○	○	○
At the time of transition to DEX, our organisation had the appropriate IT systems in place	○	○	○	○	○
DEX has reduced the time required to fulfil reporting requirements for the CfC programme	○	○	○	○	○

21. Do you enter data into DEX on behalf of your Community Partner/s?

Yes No

22. What additional support (if any), does your site require with DEX? (50 words or less)

23. What benefits, if any, has reporting through DEX delivered to your organisation? (50 words or less)



B.1.2 Facilitating Partner questionnaire

1. Where is your Service Delivery Area located?

- ○ Australian Capital Territory/New South Wales
- ○ Northern Territory
- ○ Queensland
- ○ South Australia
- ○ Tasmania
- ○ Victoria
- ○ Western Australia

2. How many individuals does your organisation employ for the CfC FP programme, specifically in your Service Delivery Area?

○ 1 ○ 2-5 ○ 6-19 ○ 20-49 ○ 50-199 ○ More than 200

3. The questions below relate to number of changes to the CfC FP programme, which were introduced in July 2014. Please indicate how much you agree or disagree with each change.

	SA	A	Neither	D	SD
The requirement that Facilitating Partners play a strategic role only and that direct service delivery is sub-contracted to Community Partners	○	○	○	○	○
The requirement that at least 50 per cent of CfC FP service delivery funding be allocated to CFCA approved evidence-based programmes by 1 July 2017	○	○	○	○	○
The requirement to increase focus on sub-contracting arrangements, including red-tape reduction and transparency	○	○	○	○	○
The requirement that at least 30 per cent of CfC FP service delivery funding be allocated to CFCA approved evidence-based programmes by 1 July 2015	○	○	○	○	○
The requirement to broaden the membership of CfC Committees	○	○	○	○	○
The introduction of an additional objective of supporting school transition and engagement	○	○	○	○	○

4. The statements below relate to your Service Delivery Area's Communities for Children (CfC) Committee, of which you are a chair or member. Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD
The CfC Committee meets according to the frequency outlined in the Committee's terms of reference	○	○	○	○	○
CfC Committee members (other than your organisation) are actively involved in the development of the Activity Work Plan	○	○	○	○	○
The CfC Committee actively engages with the local community on the development of the Community Strategic Plan and Activity Work Plan	○	○	○	○	○

Overall, the Committee is an effective arrangement for local decision making about the CfC FP programme	○	○	○	○	○
CfC Committee members (other than your organisation) lead sub working groups and consultations	○	○	○	○	○
Overall, the establishment of a CfC Committee has been a positive development for the community	○	○	○	○	○
It is easy to find the suitable members to be on the Committee to ensure a cross section of community representation	○	○	○	○	○
CfC Committee members (other than your organisation) are actively involved in the monitoring of the Activity Work Plan	○	○	○	○	○

5. From the following list, please indicate which of the following groups are members of (or represented on) the CfC Committee (select all that apply):

- ☐ Culturally and linguistically diverse people
- ☐ Community Partners
- ☐ Other
- ☐ Aboriginal and/or Torres Strait Islander people
- ☐ Local business representatives
- ☐ Service providers (other than Facilitating or Community Partners)
- ☐ Service users
- ☐ Government representatives (state/territory or federal)
- ☐ Parents and caregivers

6. Which of the following areas of skills and experience are present in the membership of the CfC Committee in your Service Delivery Area? (Select all that apply):

- ☐ Early childhood development, including literacy
- ☐ Parent and family support and relationships
- ☐ Evaluation, performance management and research
- ☐ Cultural and linguistic diversity
- ☐ Aboriginal and/or Torres Strait Islande culture and language
- ☐ Other - Please Specify
- ☐ Ante-natal, post-natal and early childhood health and wellbeing
- ☐ Community development

7. Please provide any comments on how the CfC FP Committee has impacted your community (50 words or less)

The following questions relate to the evidence-based requirements for the CfC FP programme. For the purposes of this section the evidence based requirements refer to the "requirement that 30 per cent of funding for direct service delivery be allocated to Children Family Community Australia (CFCA) approved evidence-based profiles by 1 July 2016, and that this be increased to 50 per cent by 1 July 2017".

8. In the last twelve months, how many programmes has your CfC FP site submitted to the CFCA to be assessed as 'evidence-based'? Please enter a number

9. How many of these programmes have been approved by the CFCA? Please enter a number

10. How many programmes currently being delivered in your CfC FP site have been selected from the CFCA Guidebook? Please enter a number

11. The following statements relate to the implementation of the evidence-based requirements in your CfC FP site.

Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD	NA
The evidence criteria, provided by CFCA, for submitting the new programme profiles for assessment are clear						
My CfC FP site receives adequate support from the CFCA to implement the evidence-based requirements						
The process for submitting a new programme profile for approval is easy						
In the past 12 months, I have received support from my Grant Agreement Manager in relation to implementing evidence-based programmes						
My CfC FP site has access to alternative training/mechanisms (other than that provided by the CFCA) to share and learn about best practice evidence models						
The timeframe for implementing the evidence-based requirements are reasonable and in line with the resourcing, capacity and capability of organisations in my Service Delivery Area						
The rationale for introducing the evidence-based requirements was clear						
The CFCA's evidence-based profiles in the Guidebook are aligned to the needs of the community in the Service Delivery Area						
In the last 12 months, I have received support from the Families and Children Activity Industry List						

My CfC FP site is well positioned to meet the 50 per cent evidence-based programmes requirements in 1 July 2017						

Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD	NA
My Community Partner/s understand the process for choosing a programme from the Guidebook						
My Community Partner/s are well positioned to meet the 50 per cent evidence based programme requirements in 1 July 2017						
My Community Partner/s understand the process for having a programme assessed by the CFCA as being evidence based						
I am confident that my Community Partner/s are maintaining programme fidelity when delivering programmes from the Guidebook						

12. Does your organisation directly deliver* any CFCA approved evidence-based programme profiles (either from the Guidebook or a programme which has been assessed as being evidence based by CFCA) in your Service Delivery Area?

*Please note that while Facilitating Partners are meant to play a strategic role, it is recognised that some Facilitating Partners may still be delivering services directly where there are no suitable Community Partners within the Service Delivery Area

- Yes
- No - please move to question 14

13. If your organisation delivers CFCA approved evidence-based programmes, which of the following changes has your organisation made to make the programme/s more relevant to your community? (Select all that apply)

- Replacing programme images to show children, youth and families that look like the target audience
- Altering programme topics or key messages
- Not applicable
- Using staff/volunteers who may not be formally trained to deliver the service
- Changing the length of sessions
- Replacing cultural references
- Changing the number of staff required to deliver a service
- Changing language (translations or vocabula
- Adding content to make the programme more appealing to participants
- Changing the number of participants
- Changing the number of sessions
- Changing the types of skills participants learn

14. In the last twelve months, what services has your organisation purchased from the Families and Children Activity Industry List? (Select all that apply)

- ☐ No services
- ☐ Expert advice
- ☐ Expert advice and planning
- ☐ Programme evaluation, implementation and monitoring
- ☐ Long term and complex projects

15. Please provide any further comments on your organisation's experience with implementing the evidence based programme requirement. (50 words of less)

16. The statements below relate to the level of capacity building and sector linkages within your CfC FP site. Please indicate how much you agree or disagree with each statement

	SA	A	Neither	D	SD
My organisation builds and maintains referral pathways with government agencies, mainstream services including housing, health, education, mental health and drug services, beyond my CfC site	○	○	○	○	○
My organisation builds and maintains referral pathways with government agencies, mainstream services including housing, health, education, mental health and drug services, within the CfC site	○	○	○	○	○
In the last 12 months, there has been an increase in the number of recipients of services related to school transition and engagement provided through the CfC FP programme	○	○	○	○	○
Community Partners in my CfC FP site have strong relationships with local schools, kindergartens and/or child care centres	○	○	○	○	○
In the last 12 months, there has been an increase in the number of services related to school transition and engagement provided through the CfC FP programme	○	○	○	○	○
My organisation liaises with other Facilitating Partners in CfC FP sites in relation to the CfC FP programme	○	○	○	○	○
My organisation has strong relationships with local schools, kindergartens and/or child care centres	○	○	○	○	○

17. What types of training and support provided by Department of Social Services or Children Family Community Australia assist you, or your organisation, to build capacity and create sector linkages? (50 words or less)

18. What support does your organisation provide to Community Partners to build their capacity to implement the changes introduced in 1 July 2014? (Select all that apply)

- ☐ Research and Evaluation training
- ☐ Administration support
- ☐ Data Systems Training
- ☐ Other
- ☐ Governance Training
- ☐ No support
- ☐ Professional Mentoring
- ☐ Project Management Training
- ☐ Developing Programme Logics

19. What areas have you, or your organisation, had to place greater emphasis on as a result of the 2014 reforms? Select all that apply

☐ Staff development	☐ Not applicable	☐ Data entry
☐ Stakeholder management	☐ Conducting evaluations	☐ Engaging with business
☐ Contract management	☐ Outcomes measurement	☐ Community engagement
☐ Governance practices	☐ Other	☐ Administrative and reporting processes

20. The following statements relate to the Department of Social Services Data Exchange (DEX) platform. Please indicate how much you agree or disagree with each statement.

	SA	A	Neither	D	SD
Instructions on how to use the SCORE Translation Matrix are clear	○	○	○	○	○
Reporting requirements under the DEX are clear	○	○	○	○	○

Instructions on the DEX protocol are clear	○	○	○	○	○
The transition to DEX has been an easy process for Community Partner organisations	○	○	○	○	○
DEX has reduced the time required to fulfil reporting requirements for the CfC programme	○	○	○	○	○
At the time of transition to DEX, our organisation had the appropriate IT systems in place	○	○	○	○	○
The transition to DEX has been an easy process for my organisation	○	○	○	○	○
DEX's training resources and e-learning modules are a useful tool for my organisation	○	○	○	○	○

21. Do you enter data into DEX on behalf of your Community Partner/s?

○ Yes ○ No

22. What additional support (if any), does your site require with DEX? (50 words or less)

23. What benefits, if any, has reporting through DEX delivered to your organisation? (50 words or less)

B.2 Discussion Guides

B.2.1 Community Partner questions

1. How would you describe your role in relation to the CfC FP programme?
2. What has worked well in your CfC FP site in progressing the 2014 changes?
3. What do you see as the key challenges in your CFC FP site to progressing the 2014?
4. What impact have the changes had on the quality and level of services in your Service Delivery Area?
5. If you are a member of the CfC Committee, please describe the role that your organisation and other Committee members have in the design and planning of services in your site.
6. What do you consider are the benefits in requiring a certain level of programmes to be evidence-based?
7. What have been the challenges (if any) with meeting the targets in your site?
8. Does your organisation have a role in selecting which Child Family Community Australia (CFCA) Guidebook programmes would work for the local community?
9. If your organisation is contracted to deliver programmes selected from the CFCA Guidebook, what processes are in place to ensure that the service being delivered is consistent with the original intention of the programme/s (programme fidelity)?

10. What is the role of your organisation in relation to developing and submitting programmes for assessment by the CFCA (if applicable)?
11. How have the available supports (provided by Facilitating Partner, the Department and/or the Australian Institute of Family Studies) assisted your organisation in relation to adopting evidence-based practice?
12. What else would assist you?
13. What are the strategies being used in your CfC site to support school transition and engagement?
14. What has worked well so far? What are the ongoing challenges?
15. What has been the impact (if any) to sub-contracting arrangements between your organisation and the Facilitating partner as a result of the 2014 changes?
16. How has the introduction of DEX changed the way Community Partners report on activities as part of the CfC FP programme (if applicable)?
17. What information do you find useful from DEX?

B.2.2 Facilitating Partner questions

1. How would you describe your role in relation to the CfC FP programme?
2. What has worked well in your CfC FP site in progressing the 2014 changes?
3. What do you see as the key challenges in your CFC FP site to progressing the 2014 changes?
4. What impact have the changes to CfC FP programme had on the quality and level of services in your Service Delivery Area? enablers and barriers to CfC FP sites progressing the reforms?
5. Describe the roles the CfC Committee and the Community Partners have in the design and planning of services in your site.
6. What support does your Grant Agreement Manager provide your organisation in progressing the 2014 changes?
7. What do you see as the benefits in requiring a certain level of programmes to be evidence-based?
8. What is your assessment of the current capacity and capability of service providers in your Service Delivery Area to implement evidence-based programmes?
9. What strategies do you use to ensure consistency and quality of services in your Service Delivery Area selected from the Child Family Community Australia Guidebook?
10. What is the role of your organisation in relation to developing and submitting programmes for assessment by the Child Family Community Australia in your site (if applicable)?
11. What are the strategies being used in your CfC site to support school transition and engagement?
12. What has worked well so far? What are the ongoing challenges?
13. What has been the impact (if any) to sub-contracting arrangements between your organisation and Community Partners as a result of the 2014 changes?
14. How has the introduction of DEX changed the way your organisation and Community Partners report on activities as part of the CfC FP programme?
15. What has been your experience with the Partnership Approach to reporting?

B.2.3 Other stakeholders (including Committee members, other government representatives, other service providers)

1. If you are a member of the CfC Committee, please describe your role on the Committee.

2. If you're not a CfC Committee member, are you involved in the design and planning of services for the local site?
3. In the last twelve months, what changes have you observed in the way CfC FP services are being delivered in your area?
4. Do you see any benefits in requiring a certain level of programmes to be evidence-based?
5. What are the strategies being used in the local CfC site to support school transition and engagement?
6. What do you see as the key challenges in the local CFC FP site to progressing the 2014 changes?

B.2.4 Key informant questions

1. How would you describe your role in relation to the CfC FPs programme?
2. What impact have the reforms to CfC FPs programme had on FPs/Community Partners (CPs) in your jurisdiction?
3. What has worked well in your CfC FP sites in progressing the 2014 reforms?
4. What do you see as the key challenges in CfC FP sites to progressing the 2014 reforms?
5. What are the enablers and barriers to CfC FP sites progressing the reforms?
6. What role do you play in facilitating and monitoring progress of the CfC FP programme reforms?
7. How effective do you think the local CfC Committees are?
8. Are there any common features of better performing Committees?
9. What strategies have you used to foster a consistent approach to implementation of the CfC reforms?
10. What leverage do the grant agreements provide to facilitate compliance with the 2014 reforms?
11. Do you engage with other state and/or local government agencies about the CfC Programme?
12. How have FPs and CPs in your jurisdiction responded to the evidence-based requirement?
13. How have you supported them in increasing the level of evidence-based programmes?
14. How has the assistance from AIFS been useful for FPs/CPs?
15. Are there any other areas of support that would be useful to FPs/CPs?
16. In what way has the data available through DEX assisted you in managing the grant agreements for the CfC FPs?
17. What are the issues that FPs/CPs have raised about the transition to DEX?
18. Do FPs/CPs in your jurisdiction see the value of DEX and in particular the opportunities through providing an extended dataset under the partnership option?
19. Do you have any further comments?