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How do the reporting periods work?

Reporting Period ...

Our reporting periods cover our fiscal years which start each year from 01 July and ends on 30 June of the following year.

Cumulative reporting ...

For SWiS our reporting periods are either broken in to quarterly or six monthly reporting blocks. The quantity and quality measures are cumulative, with the exception of 'Total number of full-time equivalent social workers'. This means for the quantity and quality measures each time you report your total numbers for each reporting block your figures would either remain the same or increase from the previous reporting block, depending on what changes have occurred. The client result measures are a bit different, they are not cumulative, as they are percentages. They are calculated at Oranga Tamariki National Office.

Example of a provider return measure that captures 4 quarters of cumulative data:

Performance Measures

- Total number of new clients referred.

Quantity of Service	1 July 2018 to 30 September 2018	1 July 2018 to 30 November 2018	1 July 2018 to 30 March 2019	1 July 2018 to 30 June 2019
Report actual	15	22	34	43
	Block 1: 15 new clients referred to in 1st quarter	Block 2: 7 new clients referred in 2nd quarter = cumulative total 22	Block 3: 12 new clients referred in 3rd quarter = cumulative total 34	Block 4: 9 new clients referred in 4th quarter = cumulative total 43

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What are the SWiS reporting measures?

There are 12 questions in your provider return, these are broken in to three types of measures:

Quantity Measures

How much did we do?

Performance Measures

- Total number of full-time equivalent social workers.
- Total number of new clients referred.
- Of the total referrals received, record the number of clients who started the service.
- Of the clients who started the service, record the number who closed.

Did you know

Performance measures are based on the Result Measures Framework (RMF), which is outlined in the service guidelines.

Quality Measures

How well did we do?

These measures only apply to client's who have closed during the reporting period.

Performance Measures

- Of the clients who closed, record the number who achieved client results.
- Of the clients who closed, record the number who provided formal client satisfaction feedback.
- Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service.

Client Result Measures

Is anyone better off?

These measures can be left blank in the provider return. However, they must be answered through direct feedback from SDQs. Fill out the SDQ reporting template and send to Partnering for Outcomes Advisor. Results calculated and redistributed at Oranga Tamariki National Office

Performance Measures

- Percentage increase in pro-social skills – Teacher.
- Percentage increase in pro-social skills – Parent/Caregiver.
- Percentage decrease in total difficulties – Teacher.
- Percentage decrease in total difficulties – Parent/Caregiver.
- Percentage improvement in SDQ (School Impact) score from pre-intervention.

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What do the measures mean?

Quantity Measures - How much did we do?

- Total number of full-time equivalent social workers.
- Total number of new clients referred.
- Of the total referrals received, record the number of clients who started the service.
- Of the clients who started the service, record the number who closed.

New clients refer to clients who are new to the service or have not accessed SWiS for over four months.

Total number of new clients referred, clients started service, clients who closed, clients who achieved results are all reported from 1 July

Closed refers to clients who have closed for any reason, e.g. achieved goals, consent withdrawn, client moved away etc.

Quality Measures - How well did we do?

- Of the clients who closed, record the number who achieved client results.
- Of the clients who closed, record the number who provided formal client satisfaction feedback.
- Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service.

These are the quality measures that look at how well the service was delivered and the quality of the experience the client received. How well did we deliver it?

Client satisfaction feedback must be answered by the client through direct formal feedback.

Client Result Measure - Is anyone better off?

- Percentage increase in pro-social skills – Teacher.
- Percentage increase in pro-social skills – Parent/Caregiver.
- Percentage decrease in total difficulties – Teacher.
- Percentage decrease in total difficulties – Parent/Caregiver.
- Percentage improvement in SDQ (School Impact) score from pre-intervention.

Client Result Measure – the most important of the three measures, as they help us better understand the outcomes being achieved for our tamariki/children and their whānau.

Strengths and Difficulties Questionnaire (SDQ) measures the change that has occurred showing either an increase or decrease. This is measured from the start and at the end of the service. Measuring changes in emotional symptoms, conduct problems, hyperactivity, peer relationship problems and pro social behaviour.

Note: 'Percentage improvement in SDQ (school impact) score from pre-intervention' will not be used yet but may be included later.