

Quality Assurance Framework for New South Wales

Viewpoint –

For caseworkers

Chapter 2

QAF

User guide

November 2020 Edition

About Viewpoint

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

The QAF has two questionnaires included in Viewpoint:

1. **The Children and Young Persons Questionnaire** (for children and young people) which encompasses three sets of questions see *QAF User Guide Chapter 4*:
 - Safety and permanency
 - Multicultural including MEIM
 - Aboriginal Cultural Connections Questions
2. **The Strengths and Difficulties Questionnaire** (carers) see *User Guide Chapter 3*:
 - 2 to 4 years (non-school participation)
 - 4 to 10 years (primary school attendees)
 - 11 to 17 years (high school or alternate education)

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

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

We are using Viewpoint for QAF questionnaires to:

- Have one access, login and set of IDs for each child or young person in the cohort
- Ensure ease of extracting reports for caseworkers
- Enable consent to be integrated into the process
- Simplify administration at sites

Why is Viewpoint child, young person and carer friendly?

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

- Choice of vibrant background themes to suit different children and young people
- Animated ‘assistants’ who guide the user through the questions speaking them out loud so that there’s no need to have high levels of literacy
- There is also a game at the end to maintain interest which needs to be played before you select FINISH
- Carers, children and young people can set the pace and add comments

How do I access Viewpoint?

Your organisation has a QAF Coordinator and they will send you the child or young person login details. The login details will look like this:

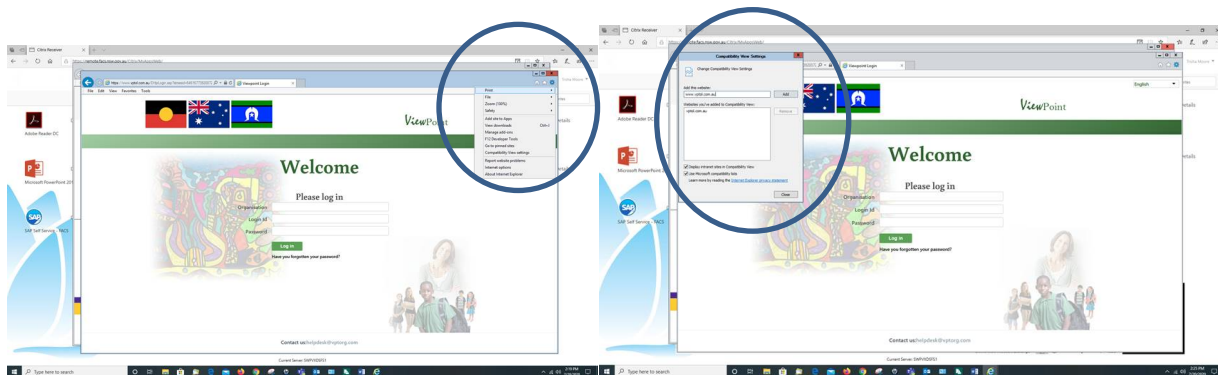
Organisation: **NSWQAF**
Login ID: QAFxxxx
Password: QAFxxxx

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

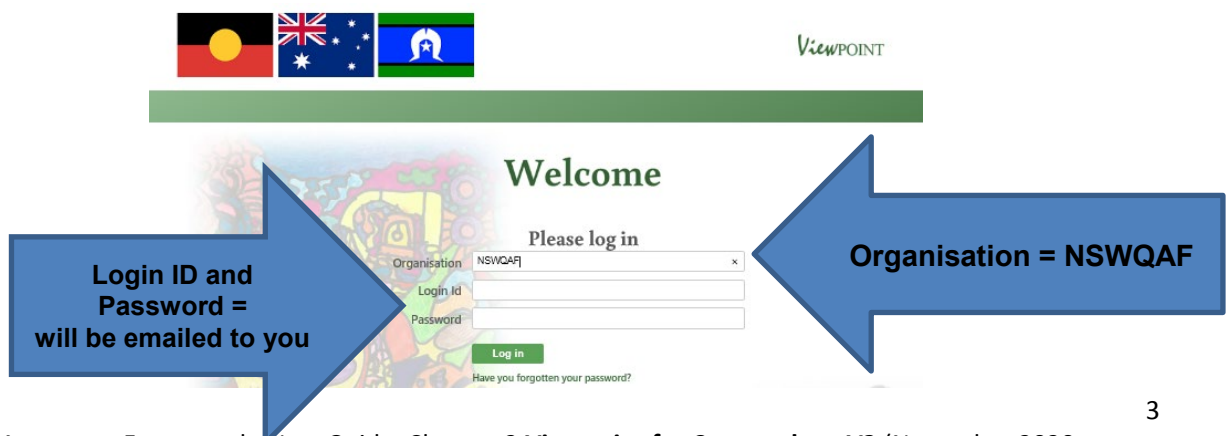
www.vptol.com.au

Ensure your Pop up Blockers are disabled

Go to Internet Explorer 11 - enter the web address www.vptol.com.au - go to the cog in the top right corner of the window - select Compatibility View Settings - add web site. It will look like this on your PC. For instructions for your device contact your IT department.



You are ready to log in ...



Enter the following:

- Organisation: **NSWQAF**
- Login ID: **Child specific ID** provided by your QAF Coordinator
- Password: provided by your QAF Coordinator

Navigating Viewpoint

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

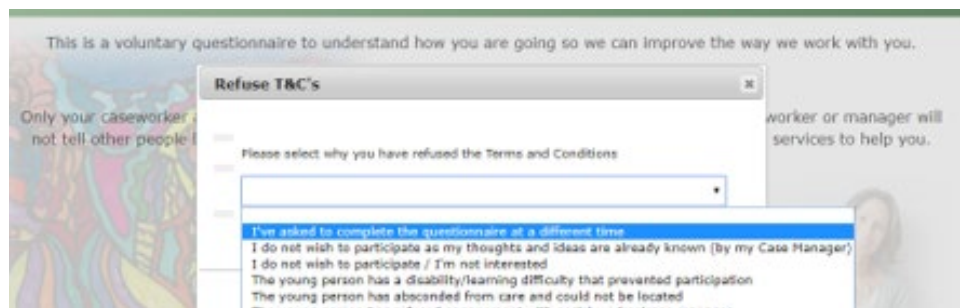


2. Once **'start'** has been selected a participation statement appears. As a case work practitioner, you can explain this to the carer, child or young person. If they are happy to participate and continue, they select 'Yes continue'.

If you agree with this click on Yes - continue.



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



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

Hi, thanks for joining me to answer some questions about how you are going. We want to make sure you get the help and support you need. To do this we need to hear from you. If you don't understand a word or question click the * button or ask your caseworker. There are no right or wrong answers. Are you ready? Let's go....



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

Selecting the console provides different options.
Select:

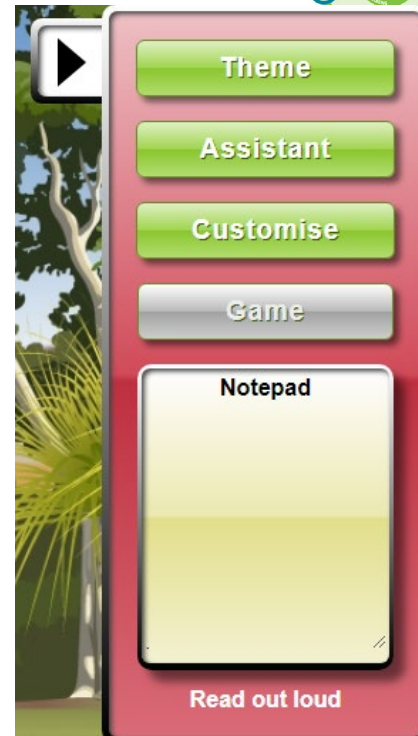
Theme: to change the background

Assistant: to change the avatar

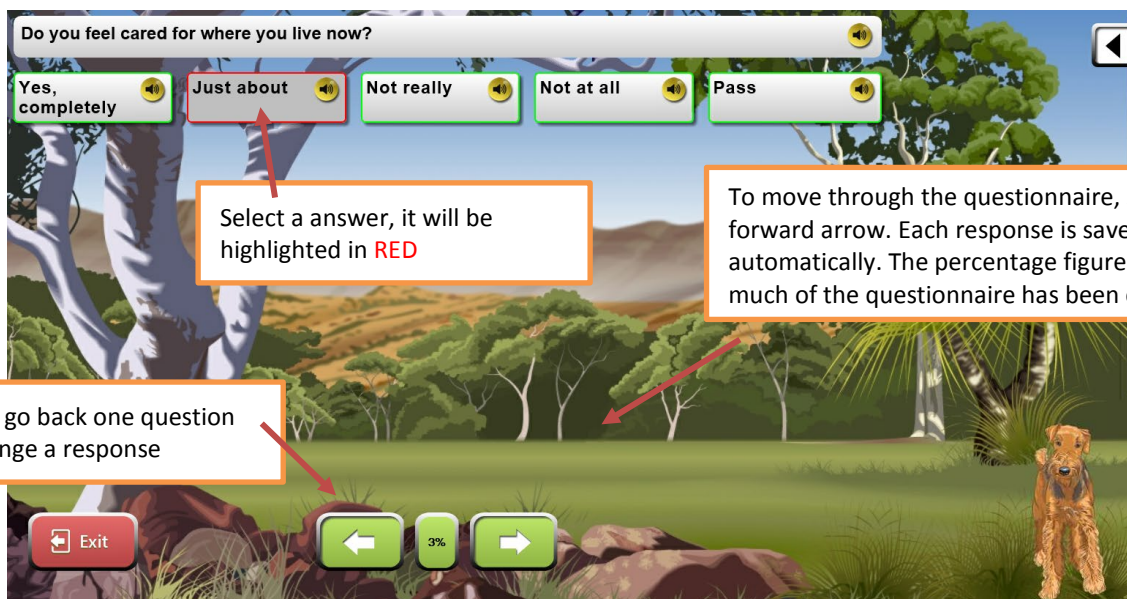
Customise: to change font size and colour

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

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



6. Moving forward and answering questions - when the forward arrow is selected, questions and associated responses appear on the screen.
 - a. The carer, child or young person selects the response, which changes from green to red, and they then **click on the forward arrow**.
 - b. Responses are saved automatically, and the system will not allow the child or young person to move forward until the response is saved.



7. Before the Questionnaire is complete, the CYP will be asked if they would like to play a game, you cant go back once you have finished.



8. **At the end of the questionnaire select 'finish'**. The screen below then appears. For each questionnaire different reports will be displayed and not all children will have answered all questions, and these will be left blank.
9. To go back to the home screen click 'start questionnaire'



Thank you for answering these questions. All your responses have been stored securely.

Organisation: nswqaf
Login: Qaftrain11
Questionnaire: QAF Self Report (Child and Young Person)
Date 22/07/2020

-  See your answers
-  See your 'Aboriginal Cultural Connections Report' answers
-  See your 'Multicultural Report - MEIM' answers
-  See your 'Safety and Permanency Report' answers
-  Start questionnaire

Select individual reports or to see all the reports select 'See your answers'

Select 'Start Questionnaire' to go back to the home page to start another questionnaire

On completion - Viewing responses



Once the questionnaire is completed it is locked and cannot be redone or amended.



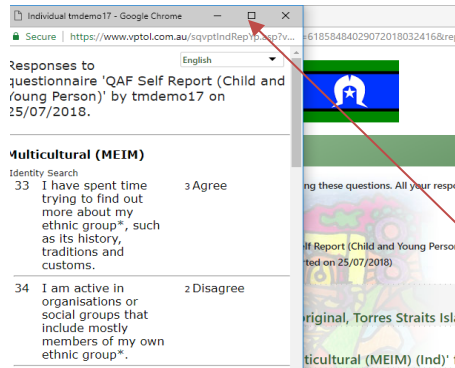
Click 'report' to see the results page

Questionnaires

Please press 'Start' or 'Resume' to go to your questionnaire

- | | |
|--|------------------------|
|  QAF Self Report (Child and Young Person) | Report |
|  SDQ 2 to 4 yrs (Carer) | Start |
|  SDQ 4 to 10 yrs (Carer) | Start |
|  SDQ 11 to 17 yrs (Carer) | Start |

Simply click on the responses you wish to see, they will display on the screen like this:



Enlarge the report to view full screen

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

Responses for the CYPQ – Multicultural questions

Embedded within the multicultural questionnaire is the valid and reliable tool MEIM (Multi-Ethnic Identity Measure). The MEIM report is displayed as follows:

Multicultural (MEIM)

Identity Search		
33	I have spent time trying to find out more about my ethnic group*, such as its history, traditions and customs.	3 Agree
34	I am active in organisations or social groups that include mostly members of my own ethnic group*.	2 Disagree
40	In order to learn more about my ethnic background*, I have often talked to other people about my ethnic group*.	3 Agree
41	I have a lot of pride in my ethnic group*.	2 Disagree
42	I participate in cultural practices of my own group, such as special food, music, or customs.	2 Disagree
Identity Search totals		2.40 average
<hr/>		
Affiliation		
35	I have a clear sense of my ethnic background* and what it means for me.	1 Strongly disagree
36	I think a lot about how my life will be affected by my ethnic group membership*.	3 Agree
37	I am happy that I am a member of the group* I belong to.	2 Disagree
38	I have a strong sense of belonging to my own ethnic group*.	3 Agree
39	I understand pretty well what my ethnic group membership* means to me.	2 Disagree
43	I feel a strong attachment towards my own ethnic group*.	3 Agree
44	I feel good about my cultural or ethnic background*.	2 Disagree
Affiliation totals		2.29 average
<hr/>		
Multicultural (MEIM) totals		2.33 average

For more information on the Multicultural questionnaire and the MEIM including reading the results please see *QAF User Guide Chapter 4 – Child and Young Person Questionnaire - Multicultural Questions*.

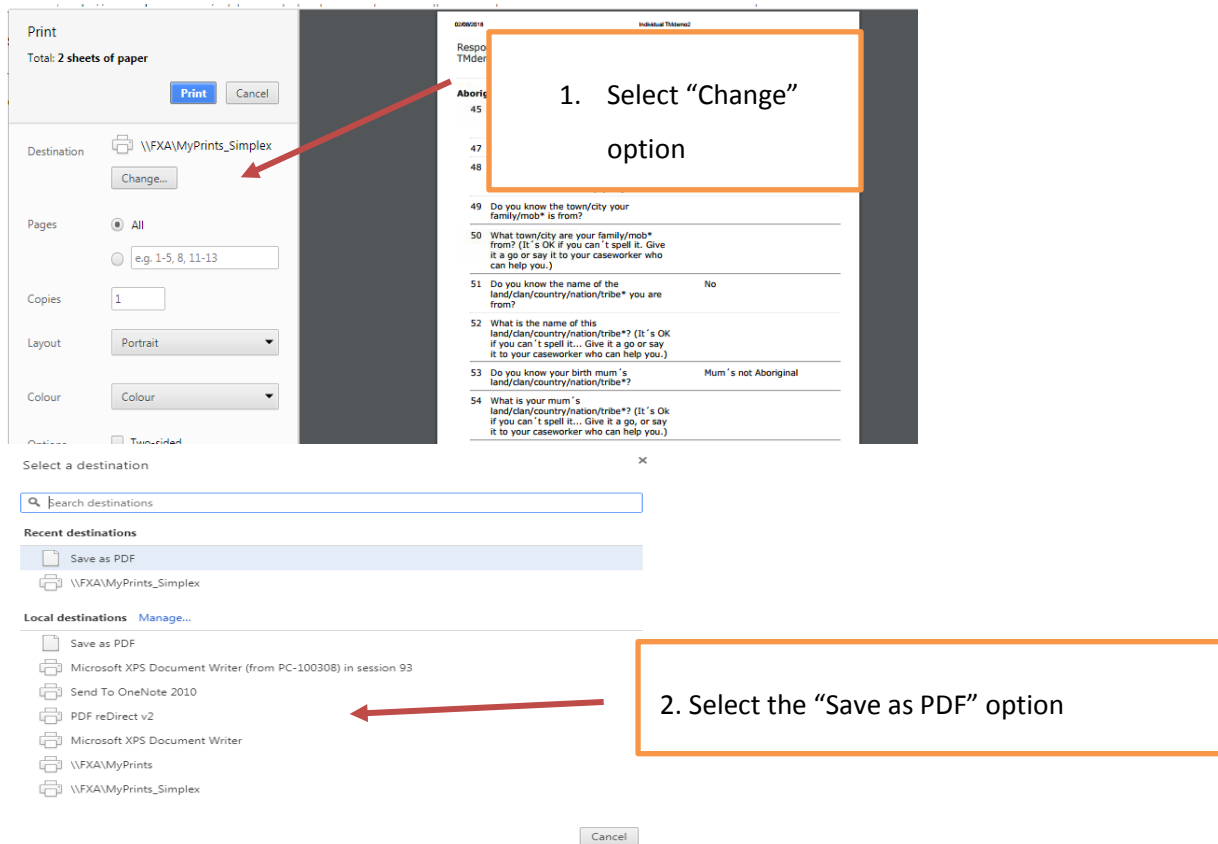
Saving results as a PDF

Once you see the results window you can save your results as a PDF by holding the Ctrl + P keys (Command + P in Safari) to run the Print function and then saving the document as a PDF. Contact your local IT department if you need further assistance.

Some general guidance on saving your results in the most common browsers is provided in the following pages. Please note that Google Chrome generally has a PDF save function however other browsers may have specific software. Contact your local IT Department for instructions and further assistance specific to your organisation.

Saving your results as a PDF using Google Chrome

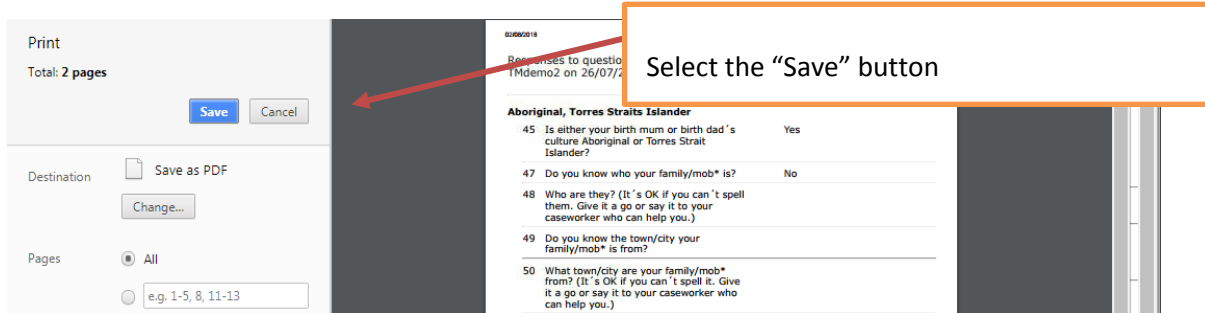
1. Once you have selected the results page, hold the Ctrl + P to open the Print function
2. In the destination field click on the “change” button to select the save as PDF option



1. Select “Change” option

2. Select the “Save as PDF” option

3. Select the “Save” option to save the results in a preferred location

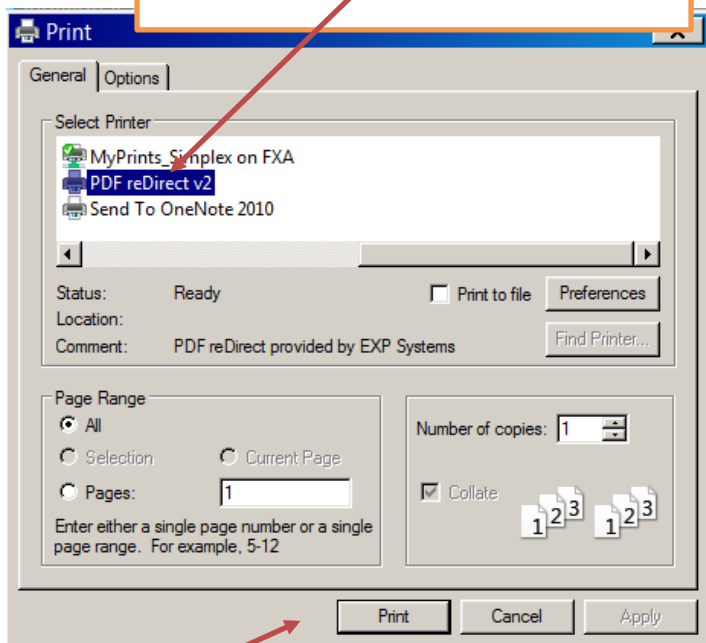


Saving your results as a PDF using Internet Explorer & Firefox

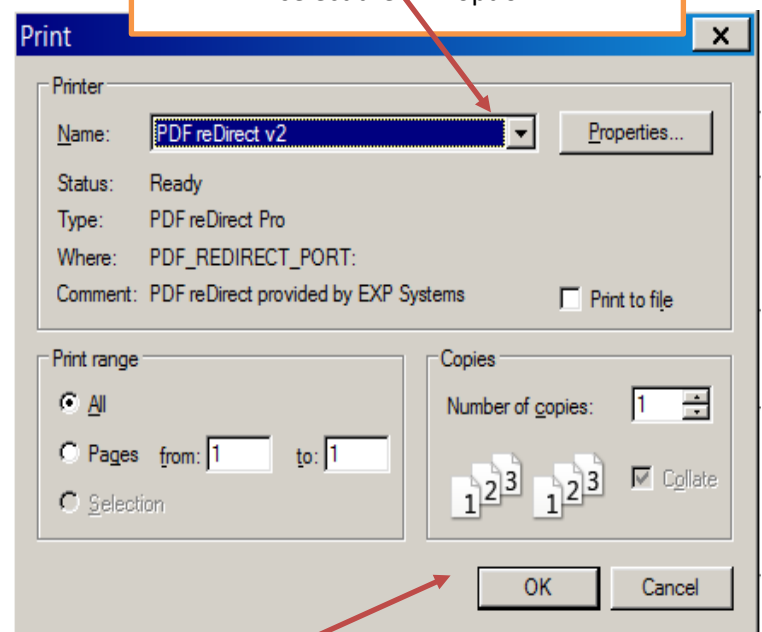
1. Once you have selected the results page, hold the **Ctrl + P** keys to open the Print function
2. In the Print menu, **select the option which relates to PDF** (For DCJ users, “PDF re-Direct” will be the option). Select “Print” (Internet Explorer) or “OK” (Firefox)

For Internet Explorer – select the PDF option from the “Select Printer” section.

For Firefox – use the drop down menu to select the PDF option

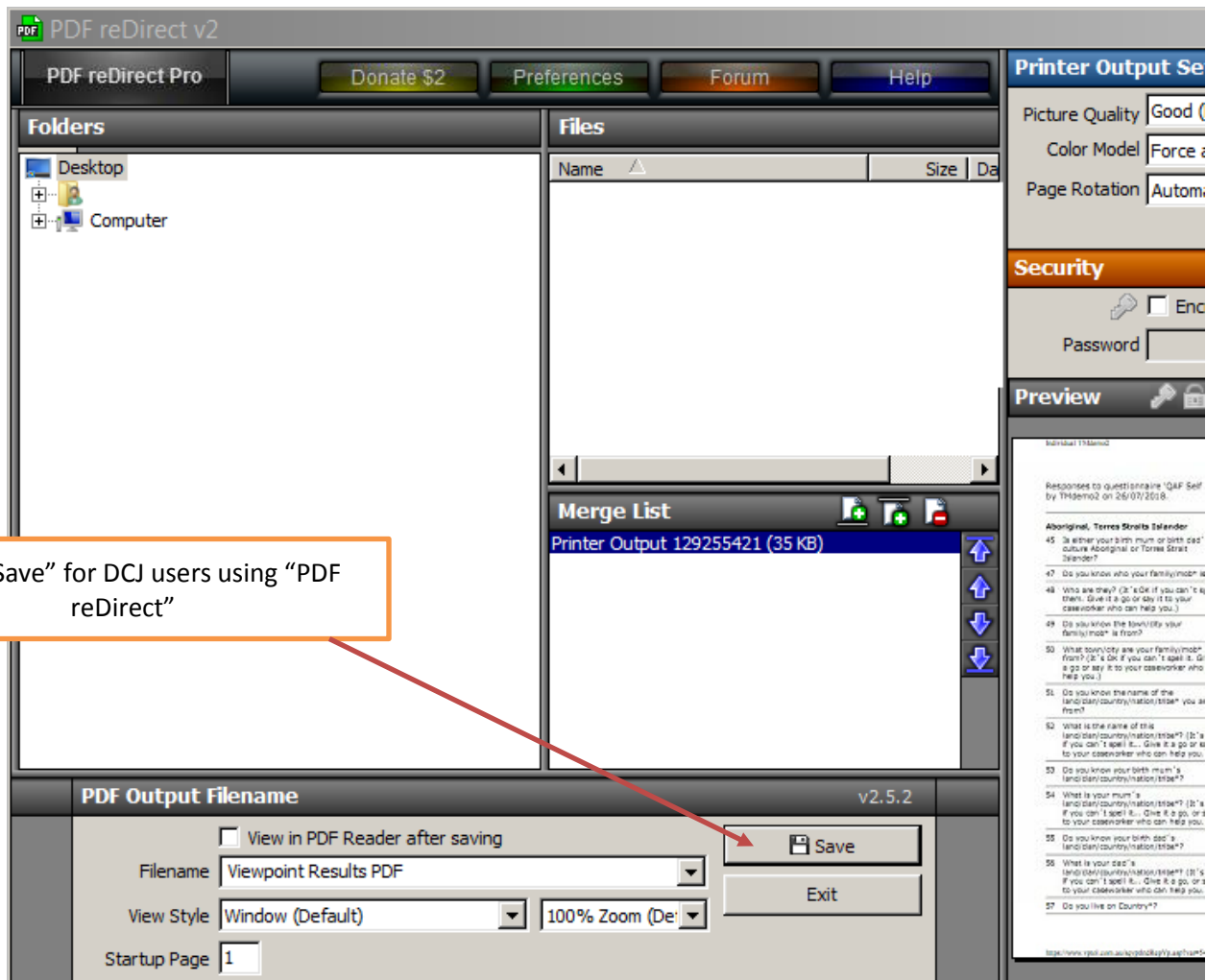


Select “Print” in Internet Explorer



Select “OK” in FireFox

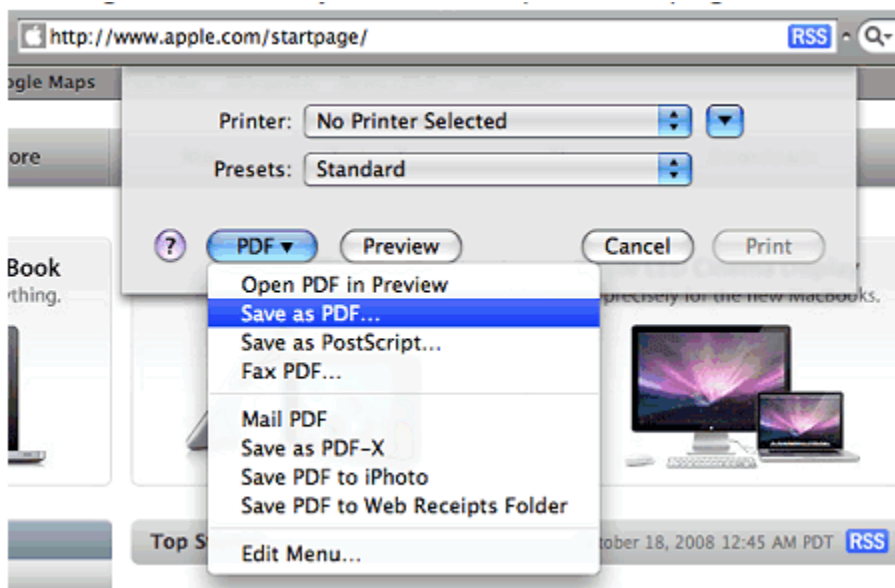
- Follow the prompts within your specific application to save the file as PDF in a preferred location. For DCJ users that have "PDF reDirect", simply click on the "Save" function



Select "Save" for DCJ users using "PDF reDirect"

Saving your results as a PDF using Safari (Apple Devices)

1. Once you have selected the results page, hold the **Command + P** keys to open the Print function
2. In the Printer menu, click "Save as PDF" to save your file in a preferred location.



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

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

Use the Trouble Shooting Guide (p.14 or 36 of the User Guide) to assist you with common issues users may face.

Key points for participants:

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

IMPORTANT NOTE: After the game, you must click on the red 'Finish button'.

This way the questionnaire will be recorded as having been completed and the data will be included in the next Child Overview release.

Viewpoint Troubleshooting Guide

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

Issue	Check
Cant access the VP log in page	<ul style="list-style-type: none"> • Check you have the correct address • www.vptol.com.au • Check your internet connection • VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers • Check on another device
VP not accepting the log in ID	<ul style="list-style-type: none"> • Check you have entered the Organisation currently NSWQAF • Check you have entered <u>all</u> the ID numbers correctly • The combination should be in the format below: • ID: QAF33455 Password: QAF527 • Try another web browser. • Try another device.
User is disabled	<ul style="list-style-type: none"> • You will be locked out if you enter the wrong details three times in a row • Email helpdesk@vptorg.com asking for the user to be enabled. Send the Viewpoint ID only (do not send any names or passwords)
VP website isn't opening	<ul style="list-style-type: none"> • VP works in Firefox, Chrome and Internet Explorer. • Check in each of the above web browsers • Check you are using the correct website address • Try another device.
VP helpdesk hasn't resolved the issue	<ul style="list-style-type: none"> • Check you are using the correct helpdesk email • helpdesk@vptorg.com
VP Questionnaires are not opening	<ul style="list-style-type: none"> • Check you are using the correct web address: • www.vptol.com.au • Try accessing the website outside of the Citrix environment. • VP works in Firefox, Chrome and Internet Explorer. Check in each of the above web browsers.
Internet connectivity	<ul style="list-style-type: none"> • There are paper based versions if absolutely necessary. These will need to be uploaded into VP upon arrival to the office for it to be included in the Child Overview
VP report isn't showing all the past SDQ results for a CYP	<ul style="list-style-type: none"> • VP reports show current questionnaires. • Alternatively, contact your QAF Coordinator who has access to review all past results in the VP system • If you need a past result that isn't showing in the report contact VP helpdesk at helpdesk@vptorg.com

