

ATTACHMENT 1



CASUAL CARE TRIAL

January – June, 2019

Evaluation Report

July 2019

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BACKGROUND

Occasional Care is designed to provide a flexible short term child care option for families. The flexibility provided by the service allows families to have a short term break from caring for their child, to take care of personal matters, to participate in physical exercise, study or pursue part time work. For some families, Occasional Care gives their child the opportunity to participate in a range of activities and social interactions with other children in an early years learning environment. In this sense, Occasional Care can provide a 'bridge' or supported transition for children into longer forms of child care.

Occasional Care is governed by the Victorian Children's Act and Regulations and services are licensed as 'limited hours' services. A limited hours' service is not required to provide outdoor space or to meet all of the premises requirements of a standard service. Under this model, children can be cared for limited hours only.

Limited hours' services comprise type 1 or type 2 services.

- Type 1 services provide care and education for no more than 2 hours a day and not more than 6 hours a week per child.
- Type 2 services provide care and education for no more than 5 hours a day and not more than 15 hours a week per child.

Yarra Council has a commitment to reviewing services to ensure service provision remains responsive and appropriate to community needs.

In 2017/18, Yarra Council undertook a service review to consider the provision of Type 1 Occasional Care and to recommend options for the future of the service. The type 1 services were provided in all three of Yarra's Leisure Centres and the service review found that utilisation was low.

Specific objectives of the service review were:

- To identify community needs and expectations regarding Type 1 Occasional Care services and opportunities to improve responsiveness;
- To consider Yarra Council's existing service model for Type 1 Occasional Care and Yarra Council's exposure to risk; and
- To recommend options regarding Yarra Council's future role in Occasional Care.

Key findings of the review included:

- The Type 1 Occasional Care services located in Yarra's three Leisure Centres are delivered in spaces that are not purpose built and provide poor amenity.
- The Type 1 services have continued to be underutilised over time with a 2016/17 utilisation rate of 36% for the whole services.
- Key questions were raised throughout the review about the relevance of the service for families. The services only offer sessions of 1.5 hours duration. The lack of flexibility
- As the services are not co-located or integrated with any other family or children's services the current service is effectively a stand-alone service and limited to those who use the facilities of the leisure centre, and does not provide an appropriate environment for children's education, health and wellbeing. As a limited-hours service provided in 1.5 hour sessions, the service has a limited capacity to meet the developmental needs of children.

Additionally, a number of risks are clearly evident in the service's proximity to the pool decks and the internal amenity of the rooms allocated for the Occasional care service is very poor.

- Embedded in the service model means there is little opportunity for families to leave the Leisure centre to pursue work or study interests.
- The financial subsidy provided by Yarra Council has in effect a limited reach for a small number of families.
- Federal changes in 2018 to Child Care subsidy provided the opportunity to provide a more flexible and responsive model of Occasional Care that addresses Yarra Council's exposure to risk whilst also providing a positive response to feedback from families seeking longer and more flexible sessions of childcare.

After considering the findings of the service review, on 2 October 2018 Yarra Council resolved to trial a new approach to some aspects of childcare, which included ceasing operation of Type 1 Occasional care at two of the leisure centres during the trial.

On 18 December 2018, following a request by community submitters, Yarra Council resolved to modify the trial conditions and ceased to operate one of the three Type 1 Occasional care services offered in leisure centres.

COUNCIL RESOLUTION

Moved: Councillor Coleman

Seconded: Councillor Jolly

2. That in the matter of Council's determination to trial the closure of the occasional child-care services at City of Yarra's Fitzroy and Collingwood Leisure Centres and, having regard to concerns raised by a number of users of the Occasional Care Centres in Fitzroy and Collingwood about this trial:
 - g) Agree to modify the trial to enable the continuation of occasional child-care services at the City of Yarra's Fitzroy Pool for the duration of the trial period, thereby running the trial at Collingwood only;
 - h) Re-instate the amount of \$43,675 – which is the cost of operating the Fitzroy Occasional Care under the current model – back to the Fitzroy Occasional Care service;
 - i) Request that the services at Fitzroy and Richmond be more actively promoted by COY through Yarra's network of maternal and child health centres and through maternal and child health nurses;
 - j) Request that the services at Fitzroy and Richmond also be actively promoted by COY through electronic and print-based materials that are produced/sent out by those centres, including Yarra's Facebook, twitter accounts and Yarra News;
 - k) Contacts all submitters to the motion directly, by email, to inform them of the outcomes of this motion, the duration of the trial, how it will be evaluated, and encouraging utilisation of this services at Fitzroy and Richmond during the trial; and
 - l) Officers report back to Council following the 6 month trial on the level of use of the two remaining Occasional Care Services, and proposals of accommodating the needs of users given the operation and compliance issues with the current services.

CARRIED

CASUAL CARE TRIAL

Yarra Council decided to trial an expanded and improved child care service based on feedback received from families as part of the community consultation associated with the Type 1 Occasional care service review. Feedback from families suggested they wanted access to longer and more flexible child care.

The trial involved introducing a Casual Care service at existing purpose-built Yarra Council run childcare facilities and in more locations. Casual care is the provision of education and care by qualified staff in a children's centres, five days a week, 50 weeks a year. Families may book an available place on an 'as needed' basis up to 48 hours in advance with the use of the My Family Lounge App, or on the day by contacting the childcare service directly.

The longer sessions would still enable families to access the leisure centres but would also provide opportunities for many different activities, such as shopping, appointments, respite, work or study.

Specifically, the Casual Care pilot aimed to:

- Increase the profile and usage of Occasional Care because the service would be promoted more broadly within an early years setting.
- Better respond to demand for casual care and introduce more flexibility and choice for families.
- Provide a far more accessible model of childcare for families wishing to engage in diverse activities other than accessing the gym, such as respite, interviews, part time work, and non-gym based leisure.
- Be more affordable for low income families on an hourly basis.
- Provide the opportunity of a refund to families enrolled in Long Day Care for sessions that they find themselves not able to attend and enables the place to be offered to other families.
- Enhance service viability through filling short term vacancies or absences. Any growth in utilisation would equate to a growth in income without any requirement for additional staffing outlay.

ELEMENTS OF THE TRIAL

INTRODUCTION OF CASUAL CARE

THE TRIAL INVOLVED THE PROGRESSIVE INTRODUCTION OF 5-HOUR AND ALL-DAY CASUAL CARE SESSIONS AT ALL FIVE YARRA COUNCIL'S CHILDREN'S CENTRES. FROM 7 JANUARY, FIVE HOUR SESSIONS FROM 08:30 AM TO 1:30 PM WEEKDAYS WERE INTRODUCED FIRSTLY AT 3 OF YARRA COUNCIL'S CHILDREN'S CENTRES BEFORE BEING ROLLED-OUT A FURTHER 2 CENTRES, AS PER

Table 1.

TABLE 1 ROLLOUT OF CASUAL CARE TO 5 CHILDREN'S CENTRES

From 7 January 2019	Gold Street Children's Centre in Collingwood Keele Street Children's Centre in Collingwood. Yarraberg Children's Centre in Richmond.
From 4 February 2019	North Carlton Children's Centre in Carlton North.
From 12 March 2019	Connie Benn Early Learning Centre in Fitzroy

From 23 April 2019, the trial introduced full day sessions in those centres too.

EXPANDED FOUR-HOUR OCCASIONAL CARE SESSIONS

Connie Benn Early Learning Centre continued to offer four-hour occasional care sessions – with a new, earlier start time and the introduction of two additional morning sessions from 4 February 2019. Sessions are available on:

- Monday to Friday: 8.30am to 12.30pm
- Monday and Wednesday: 1.00pm to 5pm

The earlier starting times and the two additional morning sessions were included to support participation in leisure programs.

90-MINUTE OCCASIONAL CARE SESSIONS

During the trial, 90 minute occasional care sessions at Richmond Recreation Centre and Fitzroy Swimming Pool continued with no change in service.

PREPARATIONS FOR THE LAUNCH OF CASUAL CARE

Preparations for the launch of the new Casual care service started in October 2018 following Yarra Council's resolution to commence the trial. In addition to marketing and promotional activity (see below), a range of staff and business systems activities occurred, including:

- Consultations with software companies and demos to ascertain functionality of the software
- Cost modelling
- Consultation with staff in Long Day Care and Occasional Care to pre-empt challenges
- Soft launch at Gold Street Children's Centre to ascertain software challenges with the QK enrol APP (called My Family Lounge)
- Training of the administration team
- Planning with HR to re-allocate the occasional care staff
- Meetings with the occasional care staff to discuss reallocations
- Meetings with Communications unit to advertise the programs
- Training educators at staff meeting to prepare for casual care
- Creating FAQ's as issues with the software APP arose
- Additional administrative support during the enrolment process to assist families.

MARKETING AND PROMOTIONAL ACTIVITY

The casual care trial also included increased activity in a range of communication and engagement activities across six main areas as listed below. A focus, however, was on communication and promotion of the occasional care and casual care services through the Maternal Child Health service. A summary of the activity in each of the six areas is provided below and additional information is provided in Appendix 1.

1. Maternal and Child Health Service
 - a. Included providing families with the flyer “New Casual and Occasional Care program” and discussion of the care programs and options with the MCH Nurse. This was undertaken with over 1,000 families in the 4 week and 8 month MCH Key Age Stage appointment.
 - b. Information was communicated similarly to 265 families who attended the First Time Parents group meeting.
2. Yarra Leisure members and visitors to leisure centres
 - a. Occasional Child Care webpage on Yarra Leisure site updated with relevant information.
 - b. Information regarding the Occasional Care service available at Fitzroy and Richmond included in leisure monthly e-newsletter.
 - c. Have your Say community consultation, Council website from 5 July to 28 July; promoted in Yarra Leisure News – July 2019.
 - d. Posts on Yarra Leisure’s Facebook page promoting the service offering in 2019.
 - e. Flyers were available at each leisure centre promoting the occasional care services available including Fitzroy and Richmond services.
 - f. Information about occasional care services in the leisure centres is included in Leisure Members information booklet.
3. Occasional care clients (90 minute sessions, leisure centres)
 - a. Letter/email - notification about the change to existing services and introduction to new trial (29 October 2018)
 - b. Email update about trial and reminder to enrol (27 December 2018).
 - c. Email – enrolments are now open – enrol using My Family Lounge (3 January 2019).
 - d. Email – reminder Fitzroy Pool now open (8 January 2019).
 - e. Email – invitation to participate in an on-line survey to provide feedback for the evaluation (from March 2019 – email sent to families who use the occasional care service at least once during the trial period).
 - f. Email – reminders to non-responders to encourage them to provide feedback.
4. All Yarra residents
 - a. Update Yarra Council website with new information about the trial and types of child care available (continuous).
 - b. Flyer explaining the trial and summary of all casual and occasional care options distributed at town halls, libraries, leisure centres and family and children’s centres (updated end of April).
 - c. Yarra Life article introducing the trial and summary of available services (29 January)
 - d. Yarra News article introducing the trial and summary of available services (11 February)
 - e. Have your Say community consultation, Council website from 5 July to 28 July; promotion on social media and Yarra E News.

5. All Yarra residents who have 1 or more children under 5 years
 - a. Social media – introduction to trial and summary of available services (from 8 January)
 - b. Playgroups in Yarra - Introduction to trial and summary of services – playgroups newsletter via email (February and May) and promotion by playgroup facilitators (ongoing)
 - c. Family support clients and services – distribution of the flyer about the trial and summary of all casual and occasional care options available in Yarra (ongoing)
 - d. Email to all families on the central registration system (waitlist) for education and care services (distribution of flyer February and May).
6. Families with a permanent long day care place in one of Yarra Council's Children's Centres
 - a. Email introducing the trial (27 December 2019)
 - b. Notification reminder to update availability on the app (8 February 2019)
 - c. Brightsign reminder about the trial and to update the app at the Connie Benn Centre (from 8 February 2019, ongoing).
7. General community consultation and Yarra Leisure Centre members feedback
 - a. A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.
 - b. An invitation to provide feedback via the survey was included in the Yarra Leisure newsletter on 5 July
 - c. In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

THE EVALUATION

PURPOSE

The purpose of this study is to evaluate the effects of the implementation of Yarra Council's new Casual care service pilot. Specifically, the broad aims of the evaluation are to investigate:

- 1) **Who** and how many have used the new Casual Care service, and who is not, and why?
- 2) How **satisfied** are people with the new Casual Care service?
- 3) How **appropriate** and **acceptable** is the new Casual Care service?

STUDY DESIGN

This was a qualitative study that include consultation with a range of stakeholders who either participated in or had an interest in the casual care trial. It also includes quantitative analysis of administrative (service usage) data.

PARTICIPANTS

We included the following groups of parents/carers and children:

- parents/carers who had used the new casual care service,
- parents/carers who had enrolled but had not yet used the casual care service,
- long day care parents/carers who had not used the casual care service,
- children who had used the casual care service (> 2 years of age),
- parents/carers of the Occasional care services at Fitzroy Swimming Pool and Richmond Leisure Centres; and
- parents/carers who had used the Occasional care service at Collingwood in the last three months of 2018.

DATA COLLECTION

SURVEYS

Three surveys were developed for the following three groups of people:

- Those who have used the casual care service in the first six months of 2019.
- Those who have used the occasional care type 1 service at the leisure centres in the first six months of 2019.
- Those who used the occasional care type 1 service at Collingwood leisure centre in the last three months of 2018.

The surveys were piloted and tested by parents with an interest in the project before being more widely distributed. All people in the three groups were sent an email inviting them to provide feedback about their experience by clicking on a link to an online survey. For the parents/carers who had used the casual care service and who had not completed the survey, a second reminder email invitation was also sent.

A fourth community survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.

In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

INTERVIEWS

In order to obtain more detailed information and rich feedback we interviewed 18 randomly selected parents/carers. Participants were specifically selected from the following groups of parents/carers who had an interest in or who had participated in the trial:

- 9 with parents/carers who had either used or at least enrolled in the new casual care service,
- 6 with parents/carers who had used the Occasional care service, and
- 3 with long day care parents/carers who had not used the casual care service.

FOCUS GROUPS

Two focus groups were held separately with childcare centre coordinators and the staff that had participated in the casual care trial.

AD HOC FEEDBACK TO YARRA COUNCIL

During the period of the trial we also kept a register of ad hoc feedback received by any of the children's services staff or to Yarra Council.

DATA ANALYSIS

From the surveys, quantitative data was analysed for descriptive purposes. All qualitative data collected from both the surveys and key informant interviews was thematically analysed.

RESULTS

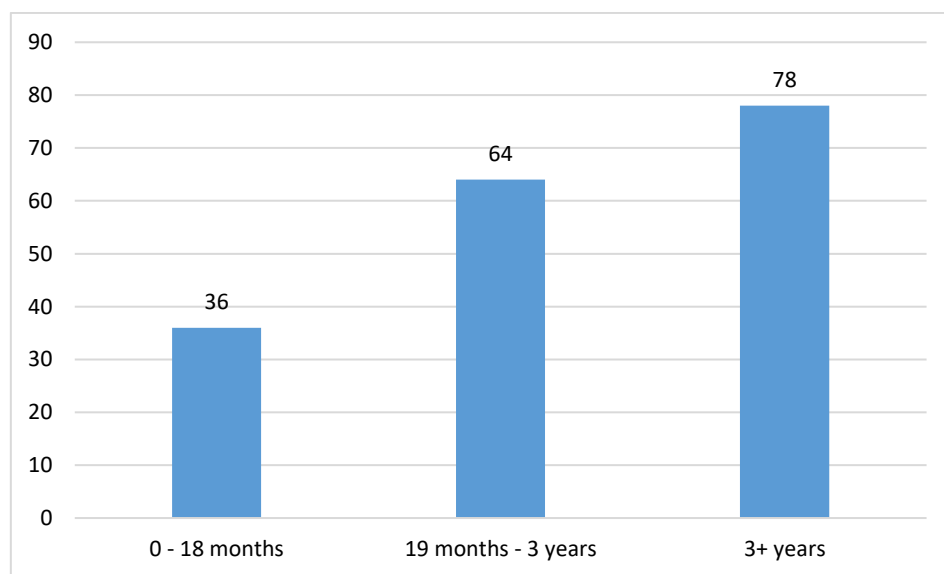
CASUAL CARE

UTILISATION

The casual care service was used by a total of 178 families during the 6-month period of the trial. Demographic data show that:

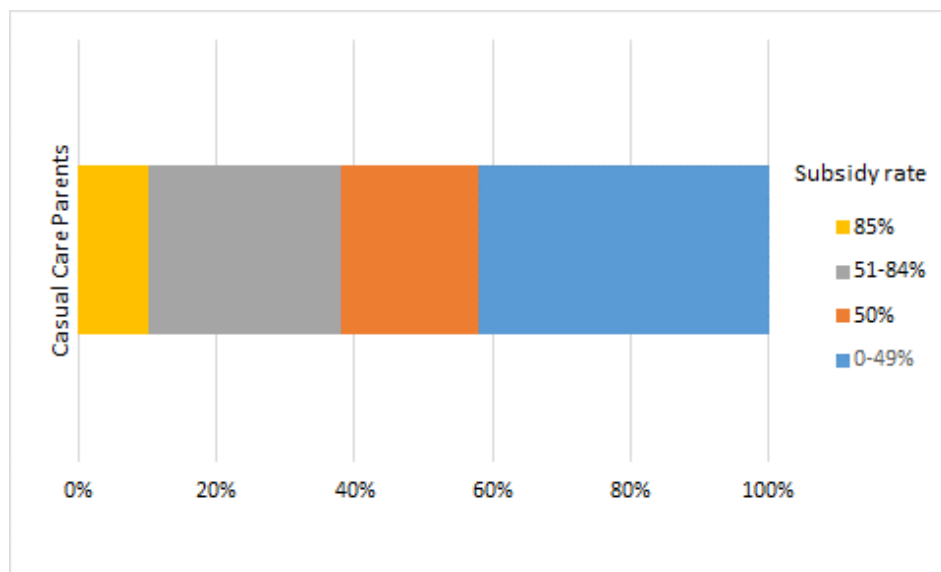
- 93% of the 'enrolling parent' were female
- 17% had a language other than English as their first language
- 12% were single parents
- 11% had a special health care need
- None reported as being ATSI
- Parents/carers with children older than 18 months were more likely to use the casual care service (see Figure 1)
- 10% had a total annual household income of <\$67,000¹ attracting the highest level of Child Care Subsidy (85%) (Figure 1)

FIGURE 1 **AGE GROUPS OF CHILDREN WHO USED CASUAL CARE**



¹ City of Yarra = 30% of all households with this level of household income.

FIGURE 2 **PARENT/S CHILD CARE SUBSIDY RATES**

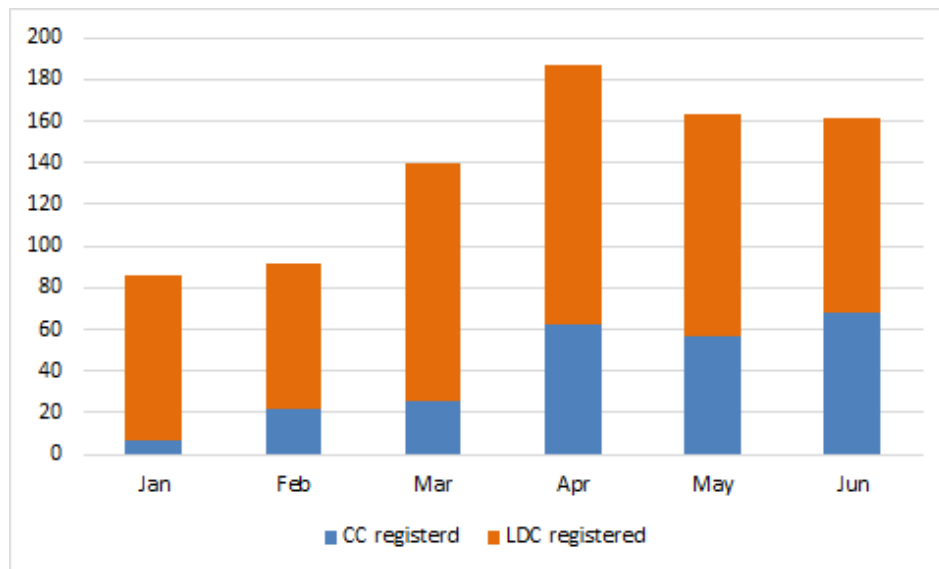


TOTAL UTILISATION OF THE CASUAL CARE SERVICE INCREASED OVER THE PERIOD OF THE TRIAL. THE ROLLOUT OF THE CASUAL CARE SERVICE COMMENCED ON THE 7TH OF JANUARY WITH HALF-DAY SESSIONS AT 3 CHILDREN'S CENTRES AND LATER AT ANOTHER 2 CENTRES. ON THE 23RD OF APRIL FULL-DAY SESSIONS COMMENCED AT ALL 5 CENTRES (SEE

Table 1). An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites (Figure 3).

The casual care service has predominantly been used by children and their parents/carers who are already registered and regular attendees of LDC (on average 2 out of every 3 bookings). The remainder have been used by those who have specifically registered for the new casual care service, although they may also be on the waitlist for a LDC place (discussed further below).

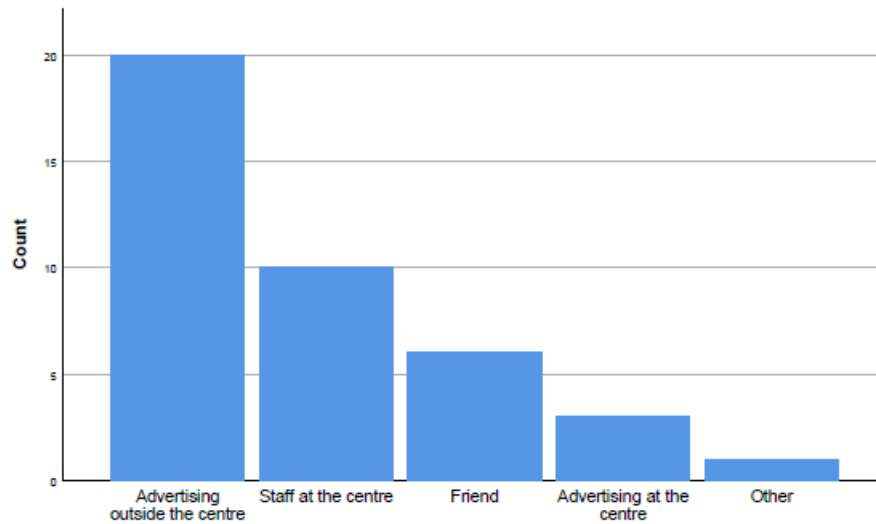
FIGURE 3 CASUAL CARE UTILISATION (JAN – JUN)



Almost 1 in 4 parents/carers who used the casual care service during the trial period completed an online survey to provide additional information ($n = 40$). In addition, we interviewed 6 parents/carers to obtain more detailed/in-depth information. In both the surveys and interviews we asked questions about how people heard about the casual care service and why they use the service.

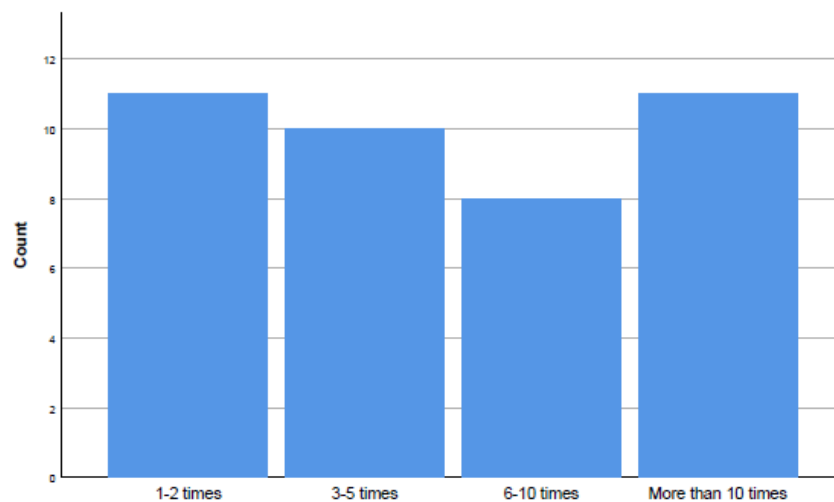
Half of the survey respondents reported that they heard about the casual care service via Yarra Council's promotional and advertising activity. A further 10 (25%) said they heard about the service from staff at their child care centre (Figure 4).

FIGURE 4 HOW DID YOU HEAR ABOUT THE CASUAL CARE SERVICE?



There was a fairly even spread of the number of survey respondents in terms of how many times they had used the service (Figure 5).

FIGURE 5 HOW MANY TIMES PEOPLE HAD USED THE CASUAL CARE SERVICE



During the interviews with parents/carers we were able to ask ‘why’ they enrolled in the service. Interestingly, the three main reasons interview respondents reported as their reason/s for enrolling in the casual care service were similarly reported by survey respondents: work, appointments and respite.

We wanted to enrol to take up that offer of casual care. Because my work arrangements were still being negotiated at that stage. I thought it could be good to have that option available to us where I could be a little bit more flexible and place [child’s name] in random days per week.

Because I had a very important education program in 2 days. A first aid course. And I don’t have any place to keep my son, that’s why I choose that casual care in Connie Benn.

We asked survey respondents ‘Why’ they used the casual care service and respondents could select/tick all that applied. The top three reasons for using the casual care service were: “Work”, “Go to the doctor/health professional” and “To have some me time” (Figure 6). However, this range of reasons for using the casual care service was much more reported by those who were not also registered for long day care ($n = 23$) (see Figure 7).

FIGURE 6 WHY SURVEY RESPONDENTS USED THE CASUAL CARE SERVICE

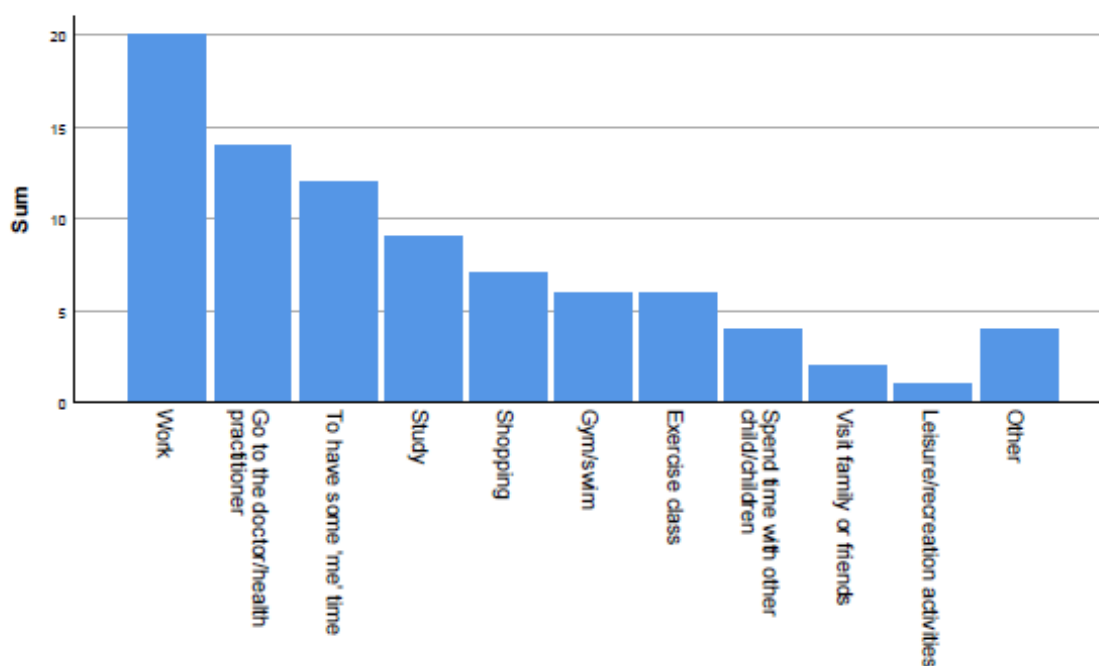
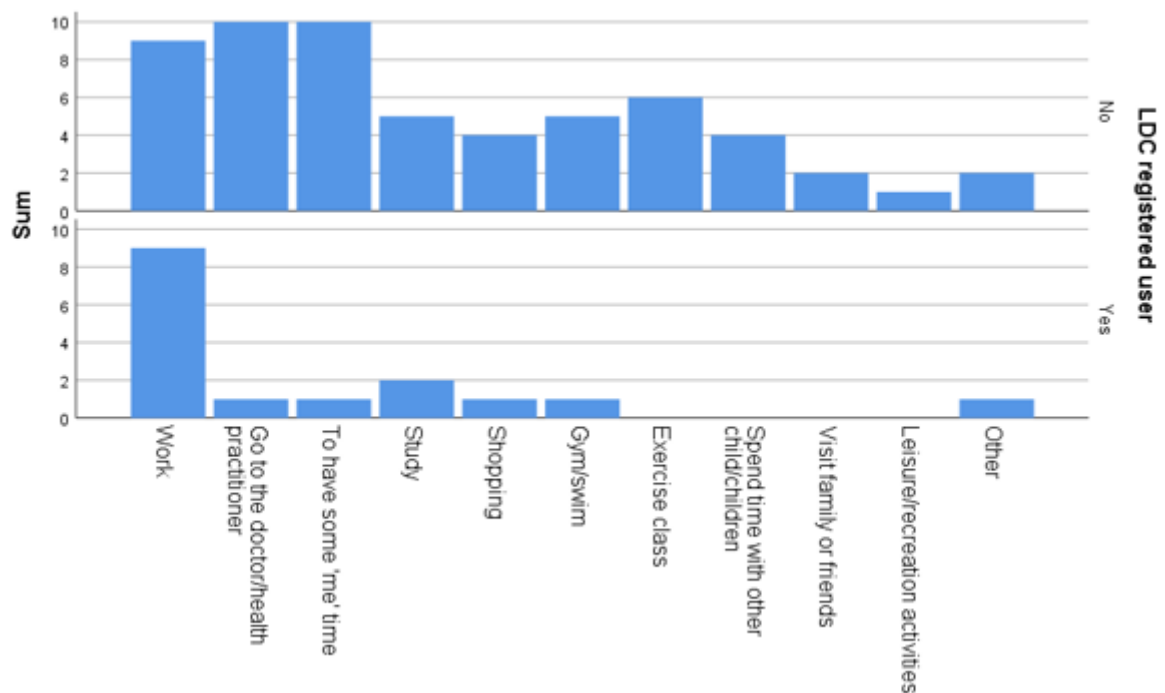


FIGURE 7 WHY SURVEY RESPONDENTS USED THE CASUAL CARE SERVICE BY REGISTRATION TYPE

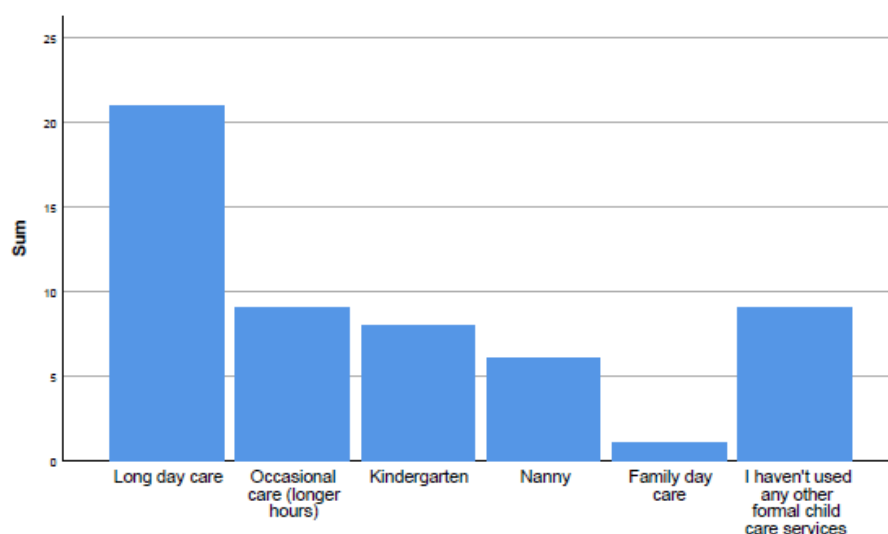


In addition, interview respondents similarly reported their reasons for using the casual care service. For example:

Yeah. I use it umm... either to spend time with my other child. Go to appointments. Umm... that's the main reason... to spend time with my other child and go to appointments. Or you know... just sort of have a rest.

In addition to being enrolled for the casual care service, 31 (78%) survey respondents reported that they also used other types of childcare with the most common being long day care. Nine (12%) respondents (all casual care only enrolled) reported that they “haven’t used any other formal childcare services” (Figure 8).

FIGURE 8 WHAT OTHER FORMAL CHILDCARE SERVICES HAVE YOU USED?



For the families that have used the casual care service the idea of having 'choice' and another child care option available to them was important, particularly, for many, during the period of their return to work.

I mean another reason which I think would be good to feedback to Council is that I think for women returning to work care for children is one of the most difficult aspects of the whole puzzle. You know, finding both available care, reliable care in good centres... Umm which can work and can be a little more flexible around your situation is umm... a challenge.

There's definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

So having this new care option I think is much more reliable because it's ... increased the availability of [child]care.

I think it's a... well in terms of the fact that it exists I think it's great. Because everyone needs options especially for unplanned or slightly planned instances when you need additional time. So it's great. I'm actually really pleased it is available.

Of the 69 families that registered for casual care approximately 1 in 3 had not used the service. When we interviewed 3 of these parents/carers 2 parents reported that they had found places available at another childcare centre, but that it didn't mean they wouldn't use the casual care service in the future.

To be honest it's only because I ummm... when I need a casual care service my current child care has been able to accommodate. Going forward that's not going to be the case.

Yarraberg situation sounds terrific and I was pretty much good to get her enrolled there, then I thought, well hang on, if in a few months' time she was going to be starting more regular care anyway, would it make sense to ring some of these other places and see what's available because my thought was then.. if she gets used to and settled at Yarraberg and then I'm pulling her out and enrolling her in a more permanent or part time position at another centre, I didn't really want to go through that. So, I ended up ringing the centre that is closest to us by proximity and they had some casual spots available. So I've actually enrolled her in another centre one day a week. So, and really it came down to not wanting to have to switch her in a few months' time and also proximity. But that doesn't mean that I wouldn't take up [Council's] casual care vacancies at some other stage.

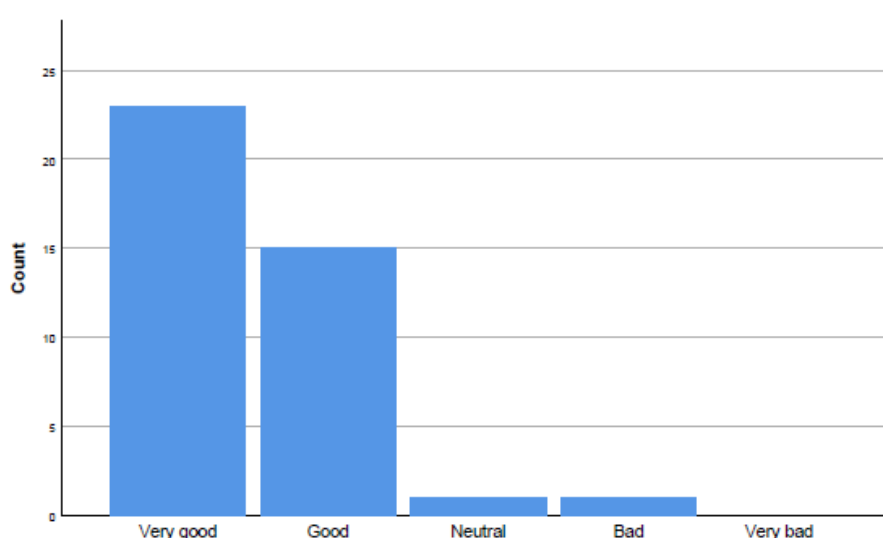
SATISFACTION

Asking families how 'satisfied' they are with the new casual care service is important because it provides an indication as to how much they like or dislike the service and think it is a 'good' thing. We asked parents/carers 5 questions to gauge their satisfaction with both the service generally and the new My Family Lounge App.

OVERALL RATING

We asked parents/carers how they would 'rate' the new casual care service on a 5-point Likert scale from "Very good" to "Very bad", 38 (95%) people rated the service as either "Very good" or "Good" (Figure 9).

FIGURE 9 HOW WOULD YOU RATE THE NEW CASUAL CARE SERVICE?



When we analysed the 13 comments of the parents/carers who rated the service less than "Very good" their main concerns were related to the *availability* of either places generally or sessions in the afternoons instead of just the mornings (4), and problems using *the App* (3).

Twenty-three (58%) provided additional comments and feedback at the end of the survey. The most common theme to emerge from analysis of their comments was that of parents/carers being 'Strongly positive' about the casual care service *and* that they want 'Yarra Council to continue the service' ($n = 16$).

"Fantastic initiative"

"This is a wonderful service for parents and I hope the Council continue to provide it."

"It's been great! Thanks."

"Thank you so much for this initiative... My son has been so warmly welcomed, the care has been extraordinary and casual care has significantly alleviated my work/family stress. THANK YOU."

"Thank you very much. This is good work."

The second most common theme was that the casual care service provided both the parent/carer and the child with an ‘Excellent introduction and transition to permanent long day care’ ($n = 8$).

“Fantastic introduction to childcare by easing our daughter in with half days.”

“It has also been a positive experience [for] my daughter, and I believe it has aided her transition to day care.”

CHILDREN’S FEEDBACK ABOUT SATISFACTION

In addition, consultation with the children ($n = 9$) showed that they were also very happy with the casual care service with the most common thing they liked best being “playing” ($n = 5$). All children spoke positively about attending the casual care service using words such as “happy”, “excited” and “comfortable”. When we asked children what don’t they like about coming to the childcare, the most common response was “Nothing” ($n = 4$ out of 7 who responded). For the long day care children whose parent/carer booked an extra day with the casual care service, 2 reported that they didn’t like going home early.

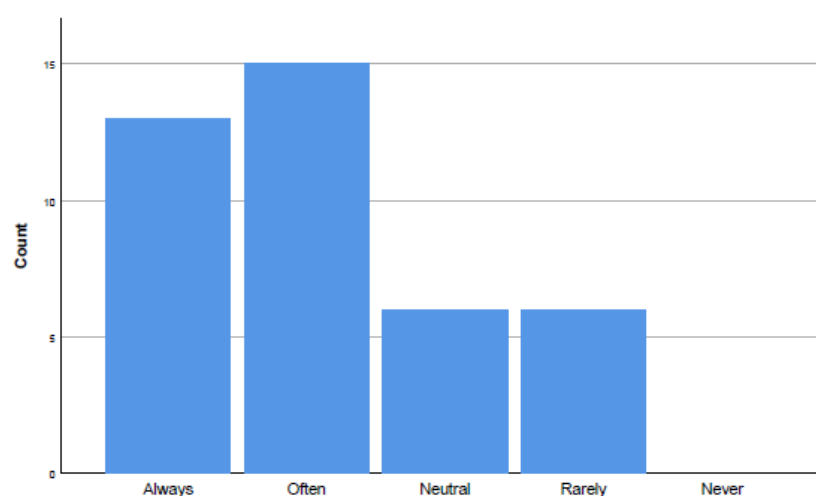
HOURS

We asked parents/carers if the hours of the casual care service suited them. The majority of respondents (25) responded with “Yes”. The hours, however, did not suit all respondents with 14 responding with “Sometimes” to this question and 1 respondent answering “No”. Analysis of these 15 respondents “Other comments/feedback” at the end of the survey revealed that 4 made mention of the hours and that they overall would have liked afternoon sessions.

“It would ideal if the half day casual care had an afternoon option. I can’t always fit my meetings etc. into the current half day hours so have opted for full casual days even when I haven’t needed that length of time.”

Twenty eight (70%) of parents/carers reported that they could either ‘Always’ or ‘Often’ regularly book a casual care place at their preferred time/day, while 12 (30%) responded as being “Neutral” or “Rarely” to the question (Figure 10).

FIGURE 10 HOW REGULARLY ARE YOU ABLE TO BOOK YOUR PREFERRED TIME/DAY?



In the following section we analyse both survey responses and parents’/carers’ comments made during the individual interviews about the ‘appropriateness’ of the new casual care service.

APPROPRIATENESS

The purpose of measuring the appropriateness of a program is to determine the extent to which people believe the program is suitable, acceptable and meets their needs.

Parents/carers who had used the new casual care service and completed the survey ($n = 40$) were asked the extent to which they agreed or disagreed with six statements about the service. We compared the means for each of the statements on a scale of 1 – 5 (high) so as to get an indication of where there is strongest/weakest consensus overall.

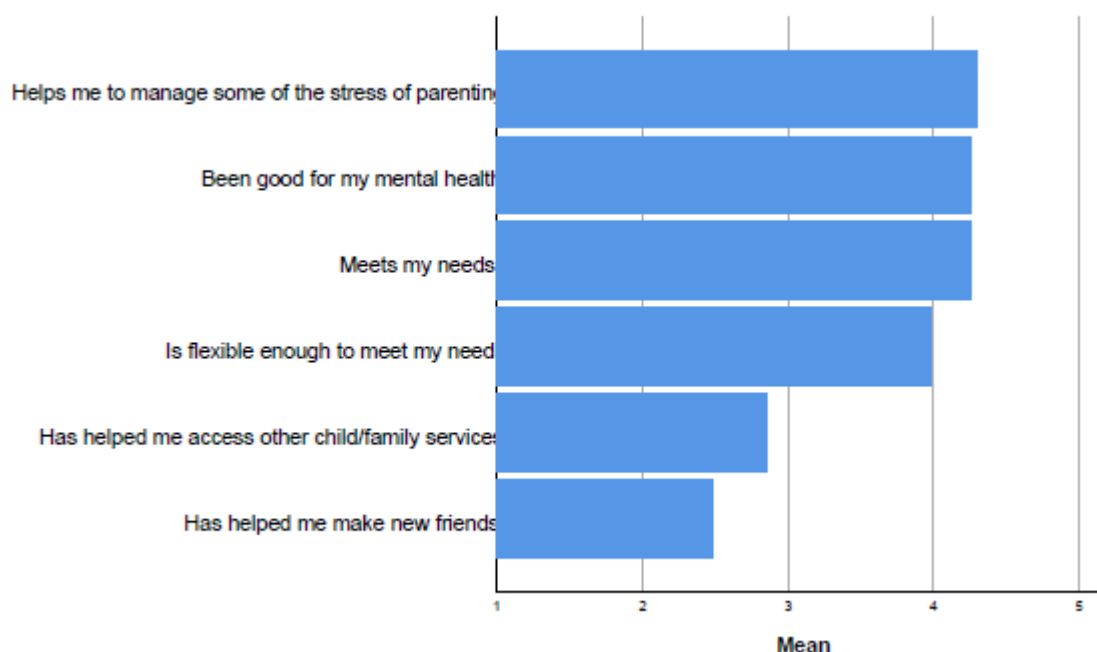
As can be seen in Figure 11, parents/carers rated highly and fairly similarly the following top 4 features or statements:

- Helps me to manage the stress of parenting
- Been good for my mental health
- Meets my needs
- Is flexible enough to meet my needs

The lowest rated features or statements to which parents/carers agreed/disagreed were:

- Has helped me access other child/family services
- Has helped me make new friends

FIGURE 11 **APPROPRIATENESS BASED ON 6 FEATURES OF THE CASUAL CARER SERVICE**



Richer information was gained about the appropriateness of the new casual care service from the 18 individual qualitative interviews and the 'Any other feedback/comments' section of the surveys. Analysis of these data revealed the following main themes about the casual care service:

- Good and valuable service
- Flexibility
- The staff
- Work and care balance
- Improvements

GOOD AND VALUABLE SERVICE

When we asked both those who had used and who had not yet used the casual care service what they thought of the service, the most common theme was that it was a good and valuable service to have as a childcare option, and that they hoped it would continue. (survey $n = 16$; interviews $n = 3$).

I think it's a really great service. There's definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

I think it's a great thing to keep going if it's possible. I know I haven't used it much but I imagine for a lot of families it's an important service especially for those who have fewer days (of care) than I do.

I would say that I see it, even though I haven't used it yet, I see it as a really valuable service for the community.

Because I've got long day care sorted, I'm not so desperate anymore. We don't have family around so if one of us is sick or something would happen, the casual day care is like really excellent. I want it to stay and be more available.

FLEXIBILITY

In the survey, when we asked parents the extent to which they agree or disagree with the statement "The casual care service is flexible enough to meet my needs" to which 31 (82%) responded with either 'Agree' or 'Strongly agree'.

The value of the flexibility of the new casual care service was the second most common theme in the analysis of both the "Other feedback/comments" section of the survey and the individual interviews. The theme of flexibility was *specifically* mentioned by 4 parents/carers in their responses in the other comments section of the survey.

"I have found it to be a flexible, easy to use service."

"The service has been invaluable in helping me look after my children and providing me with flexibility to attend appointments or to rest."

"This has allowed more flexibility with work."

And, it was voluntarily mentioned in the individual interviews ($n = 6$):

I just think that it offers a huge amount of flexibility to ... perhaps the parent whose not in a full time or permanent job that they can have care available to them but it's with all the flexibility that you are not committing to the same day each week which probably for someone whose working part time or on a casual basis or not at all... it's more flexible. And yeah... and if you've got other children... it's just got a lot of flexibility to umm... the hours that you would like for what's going on in your own life. Whereas if I had to commit to an every Monday it would be a bit more tricky. The booking system is relatively straight forward.

I still would use the service again for things that come up like if you have an appointment or if you need a few hours to get something done or if you need to pick up additional work or... you know... just for flexibility.

THE STAFF

Many parents/carers in the individual interviews voluntarily mentioned the staff and how welcoming and helpful they had been (surveys $n = 7$; interviews $n = 3$).

Good. They look after very well my son. At first he was a little bit nervous, but the staff are very good.

All the staff that I've had interaction with at Gold St have been excellent and administratively they've been really helpful. They've helped with claiming the child care rebate.

And the carers, they've been excellent at including her. I don't feel, like she's kinda marginalised because she only comes occasionally – they think you know they can't be bothered. They don't feel like that at all. They take time to get to know her.

WORK AND CARE BALANCE

The casual care service was highly valued by those parents/carers who were managing work life responsibilities including those who were in the process of returning to work (survey $n = 5$; interviews $n = 3$).

The reason was that I was returning to work and I was unable to get a permanent spot in any of the centres in the area. So, I was able to negotiate with my employer to work from home a bit doing some casual care as well in the interim until we got a permanent spot. So, I did that for two months or something or less, and then we were offered a permanent place at another centre.

I have recently returned to work in the last month on a casual basis with my former employer. Around the time that the trial was announced I was looking at care options so that was obviously good timing. I initially thought that it could work. I'm just working one day a week at the moment so I was thinking the five hour care service which was on offer at Yarraberg that could be a good option for us.

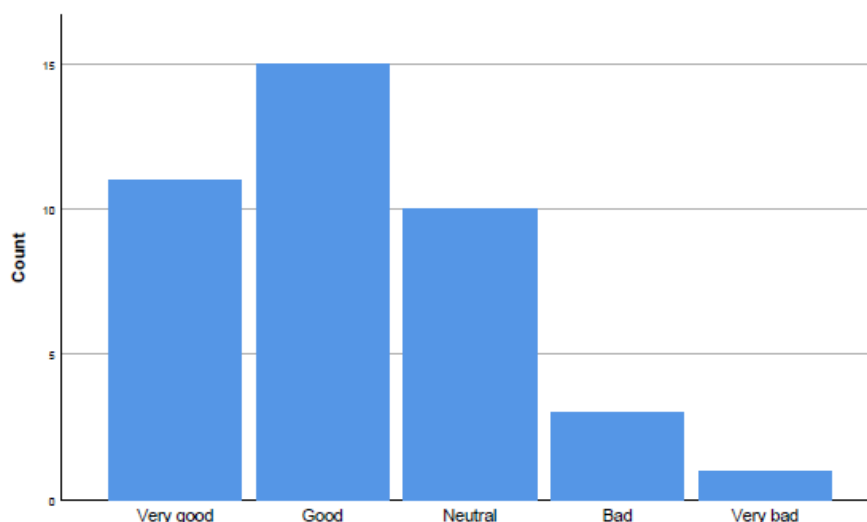
There are quite a number of people who may not have returned to work full time or may not have returned to work at all who would need access to some more flexible care arrangements.

IMPROVEMENTS

THE APP

When parents/carers who responded to the survey were asked how they would rate the My Family Lounge App, 14 (35%) reported being “Neutral” about the App or rated it as “Bad” or “Very Bad” (Figure 12). Twenty-six (65%) respondents rated the App as either “Good” or “Very good”.

FIGURE 12 HOW PARENTS/CARERS RATED THE MY FAMILY LOUNGE APP FOR MAKING BOOKINGS



This mix or range of responses was also reported by those who participated in the individual interviews, and which can be summarised as follows (interviews $n = 5$) and those who made additional comments in the survey ($n = 7$).

I think the App worked really well – it was quite easy to book in when there was a spot available.

My family lounge is hard to navigate

I think it's generally quite good. I think... there's a couple of things. I've got a Samsung android phone... when I started using it there were a couple of things that were difficult to access on my phone but not on a desk top computer. And, there's not a function on the app to book my daughter in for a full day. So, the way I get around that is that I book in just for a half day and then send Robert an email asking for him to confirm that it would be a full day. And he emails me back.

I haven't used the app successfully but when it's fixed the functionality will also be very helpful.

MORE TIME OPTIONS AND MORE AVAILABILITY

The two most common requests for improvements were for more availability and more time options, specifically to be able to book for the afternoon (surveys $n = 6$; interviews $n = 5$).

After a lot of paperwork I was looking forward to booking my child in for care - only to find there were no places available.

Unfortunately the availability is currently very limited.

Umm... the only thing was that when I started it was a half day available in the morning to you. I think 8.30 to 1.30. So, I would've said, at that point it would've been nice to have the option to book in for a full day. But that now seems possible. So I haven't got that issue. I suppose for some people it would be good to have the flexibility to book into the latter half of the day, for the afternoon.

WERE THERE ANY UNINTENDED CONSEQUENCES OF CASUAL CARE?

In the interviews with parents/carers who use long day care and who either may or may not have used casual care, we specifically asked if there had been any impact on regular users of LDC and their children in order to find out if there had been any unintended consequences of the casual care service. No parents reported any problem in this area.

For my child I don't think it's much of a disruption. I was a little bit worried about that when it started because it was like, I guess, that could disrupt the kind of... is it going to be way more children or messy... But the staff were really great and it was like, you know, of course there's only a limit to the amount of kids that they can have. So, I think it's fine.

OCCASIONAL CARE

UTILISATION OF TYPE 1 OCCASIONAL CARE AT LEISURE CENTRES

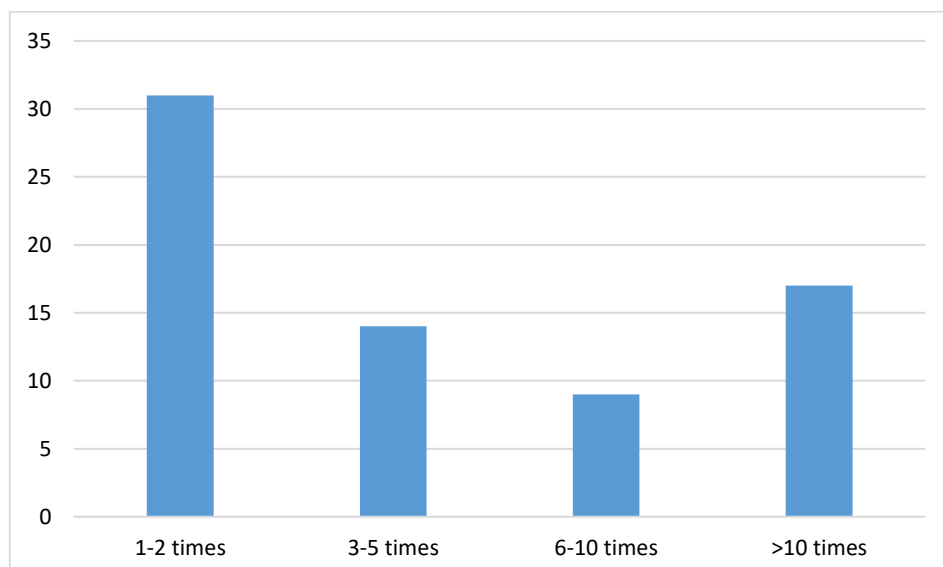
For the period of the casual care trial, Yarra Council provided a total of 38 places of Occasional care per day at the Fitzroy Swimming Pool and Richmond Recreation Centre. The overall average rate of utilisation over the 6-month trial period was 31% with the lowest rate being 25% for the month of May (Figure 13). In effect, there has been a small reduction (15%) in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average 36%).

FIGURE 13 OCCASIONAL CARE UTILISATION (JAN – JUN 2019)



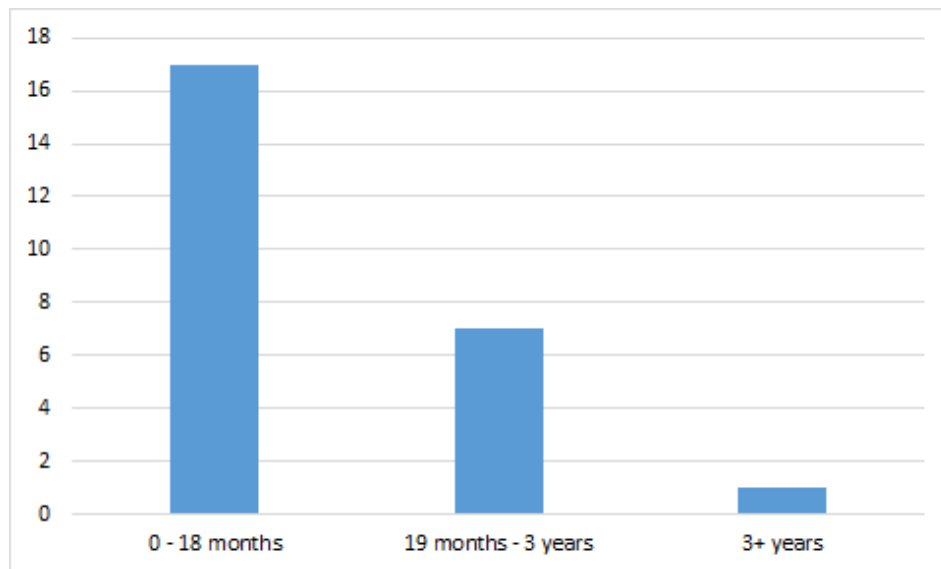
The Occasional Care service was used by a total of 71 parents/carers and their children during the 6-month period of the trial. As Figure 14 shows, 31 families (44%) used the Occasional care service once or twice during the 6-month period of the trial. Seventeen families (24%) used the service more than 10 times.

FIGURE 14 HOW MANY TIMES FAMILIES USED OCCASIONAL CARE (JAN – JUN, 2019)



The demographic profile of the parents/carers is similar to that reported in the 2018 Service Review of the Occasional Care service. For the period of the trial demographic data show that 18% of all Type 1 Occasional care places that were utilised by families paid fees at the concession rate, and the predominant age of the child was between 0 and 18 months (see Figure 15) as compared 24 months during the 2016/17 year.

FIGURE 15 AGE GROUPS OF CHILDREN WHO USED OCCASIONAL CARE

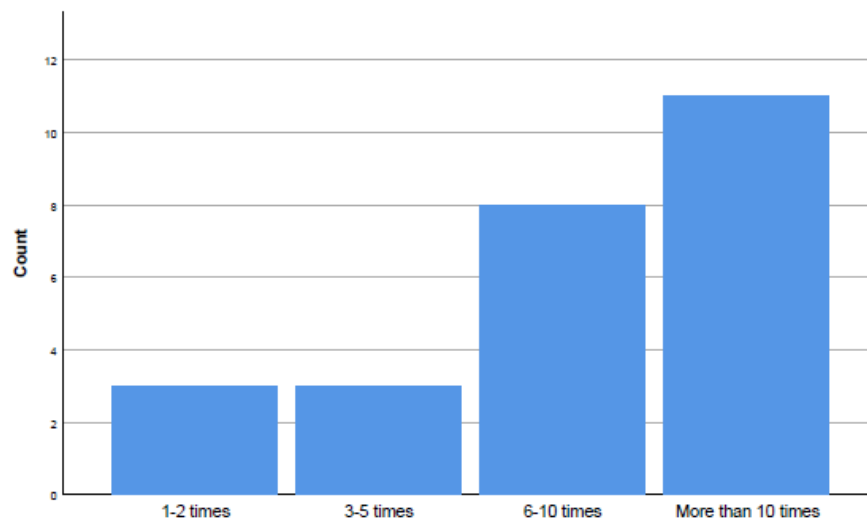


Of the 71 families who had used the Occasional care service, 25 parents/carers (35%) completed the evaluation survey. In addition we interviewed 3 current users of the Occasional care service and 3 previous users of the Collingwood Occasional care service to obtain more detailed/in-depth information.

MOST OF THE SURVEY RESPONDENTS WERE FREQUENT USERS OF THE OCCASIONAL CARE SERVICE: 11 (44%) HAD USED THE SERVICE MORE THAN 10 TIMES. WHILE A FURTHER 8 (32%) HAD USED IT MORE THAN 6 TIMES AS AT THE TIME OF COMPLETING THE SURVEY (

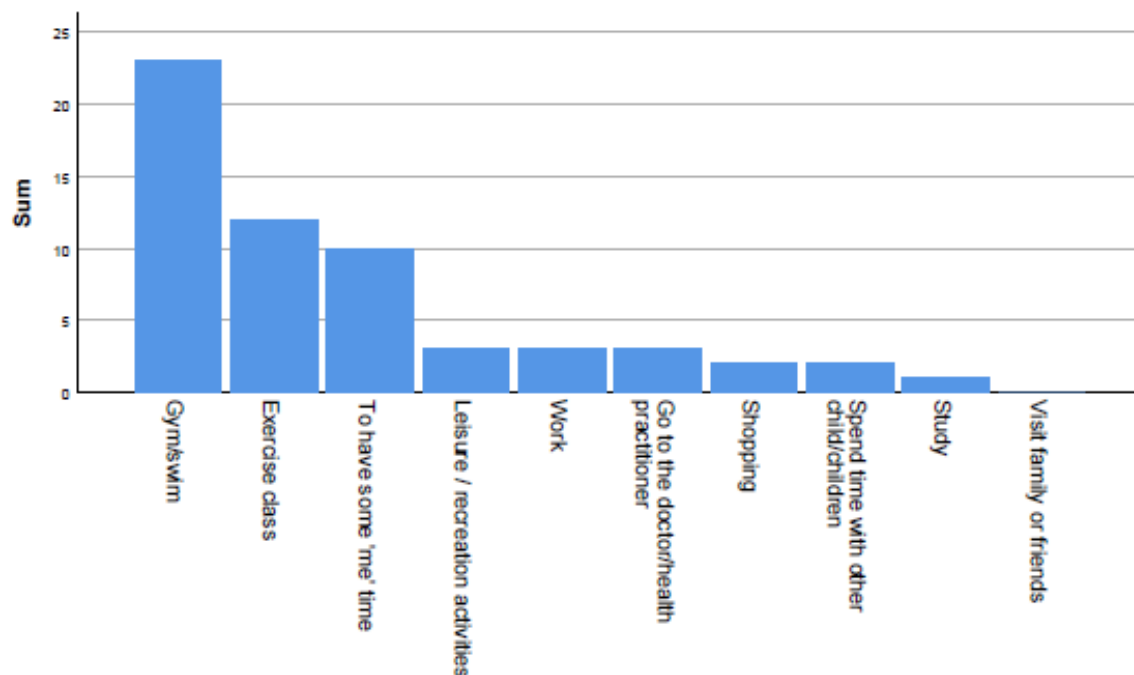
Figure 16). Thus, 18 (73%) of those families who had used the Occasional care service more than 6 times responded to the survey and their responses reflect the views of that group of people.

FIGURE 16 HOW MANY TIMES SURVEY RESPONDENTS HAD USED THE OCCASIONAL CARE SERVICE (JAN – JUN, 2019)



For survey respondents, the top three reasons for using the Occasional care service where: “Gym/swim”, “Exercise class” and “To have some me time” (Figure 17).

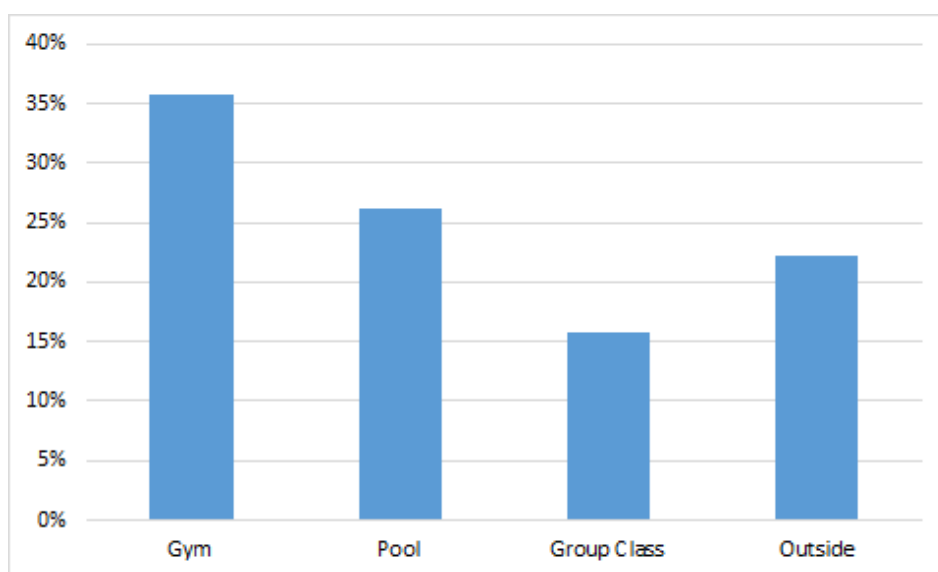
FIGURE 17 WHY SURVEY RESPONDENTS USED THE OCCASIONAL CARE SERVICE



WE ALSO COLLECTED INFORMATION FROM ALL PARENTS/CARERS WHO ATTENDED OCCASIONAL CARE SESSIONS, WHAT THEY DID WHILE THEIR CHILD WAS IN OCCASIONAL CARE. WHILE PARENTS/CARERS PREDOMINANTLY USED THE OCCASIONAL CARE SERVICE TO DO EXERCISE AND ACTIVITIES AT THE LEISURE CENTRE, 22% OF PARENTS/CARERS WENT OUTSIDE THE LEISURE CENTRE (

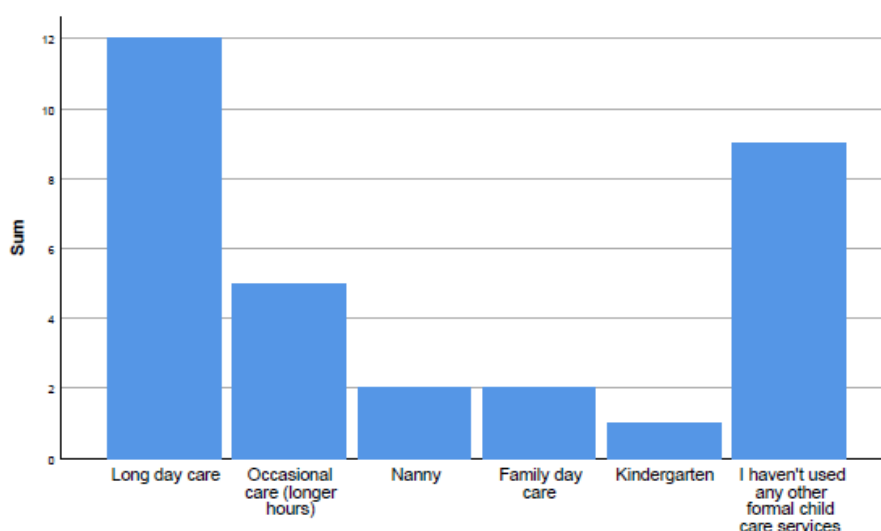
Figure 18).

FIGURE 18 WHERE PARENTS/CARERS WENT WHILE THEIR CHILD WAS IN OCCASIONAL CARE



In addition to being enrolled for the Occasional care service, 16 (64%) survey respondents reported that they also used other types of childcare with the most common being long day care. Nine (36%) respondents reported that they “haven’t used any other formal childcare services” (Figure 19).

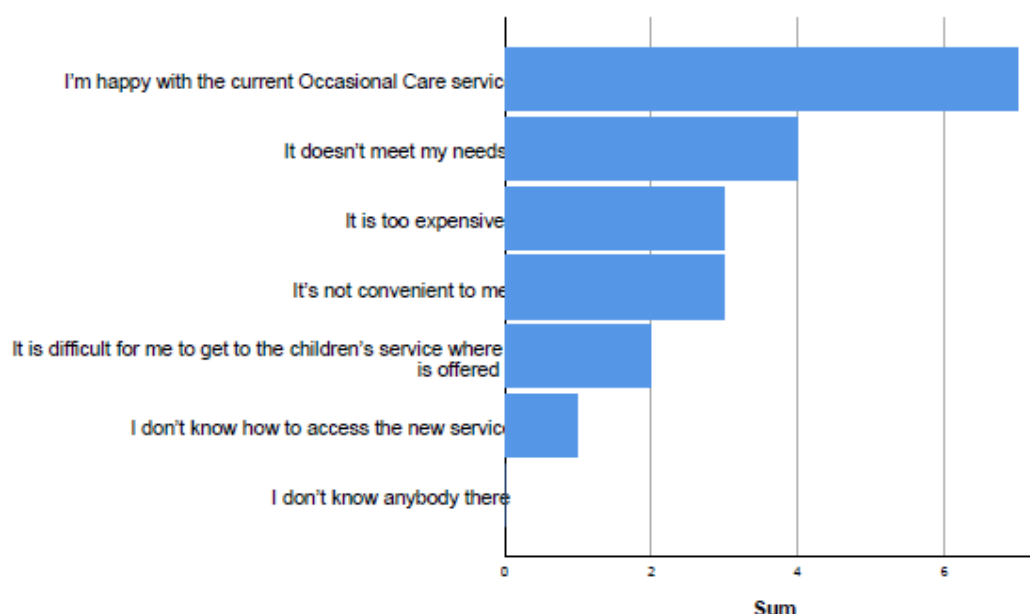
FIGURE 19 WHAT OTHER FORMAL CHILDCARE SERVICES HAVE YOU USED?



WE ALSO ASKED SURVEY RESPONDENTS IF THEY HAD HEARD ABOUT THE NEW CASUAL CARE SERVICE, AND IF THEY HAD HAD HEARD ABOUT IT, IF THEY HAD USED THE NEW CASUAL CARE SERVICE. OF THE 25 SURVEY RESPONDENTS, 17 (68%) HAD HEARD ABOUT THE NEW CASUAL CARE SERVICE BUT ONLY 3 OF THESE SAID THEY HAD USED THE NEW CASUAL CARE SERVICE. THE MAIN REASON FOR NOT USING THE NEW CASUAL CARE SERVICE WAS BECAUSE THE PARENT/CARER WAS “HAPPY WITH THE CURRENT OCCASIONAL CARE SERVICE” (

Figure 20)

FIGURE 20 WHY PEOPLE WHO KNEW ABOUT THE NEW CASUAL CARE SERVICE HAD NOT USED THE SERVICE



In the individual interviews with users of Type 1 Occasional care, if they had not used the new casual care service, we asked why they had not used it. Five out of the 6 interviewees commented that they did not want a 5 hour session as it doesn't suit their needs. Two main reasons were explained: 5 hours is too much time to just exercise or run some errands ($n = 3$), and they didn't want to be away from their child for that amount of time ($n = 3$).

I think that the crèche service offered at the pool is really useful. And suits my needs. It's not suitable for me to do that (Casual Care) to do exercise. Because it's not located at the leisure centre and Ummm I'm assuming it's more expensive. So it's just not realistic. Umm. So if I need to go run some errands or something I'd probably just use the crèche at the pool.

As I said... when you work three days a week, you want to spend time with your child as well. So I don't want to be away from him for 5 hours on my day off. It's too long. I don't want to be away from him for that long just to do a quick workout.

In the 3 individual interviews with the parents/carers who had used the Occasional care service in the last three months of 2018, we specifically asked what type of care they were using now. One interviewee said they were using the Fitzroy Leisure Occasional care service but found it logistically more difficult. But also, all 3 respondents reported that their situation had changed and they have been able to find more regular care and two reported that they have family that can look after their child.

This year I've used Fitzroy.

Haven't really needed that extra occasional thing now that we've got the two days of childcare.

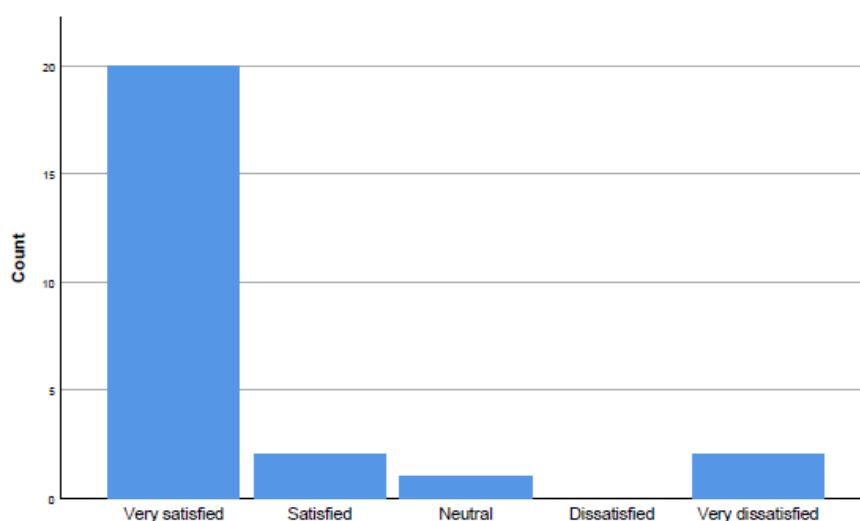
My child is in kindergarten three days a week. So I don't need care for her so I can do... have a half day to myself. The only reason I'm using the facilities is to use the gym.

I work three days a week but my... I've got family who look after my son. So my son doesn't go to long day care.

SATISFACTION

In the survey we asked how satisfied people were with the Occasional care service. Overwhelmingly, 20 respondents reported they were “Very satisfied”. Two parents/carers reported they were “Very dissatisfied” and one parent/carer was “Neutral” (Figure 21). Two of these parents/carers gave reasons as being very dissatisfied with the closure of the Collingwood Occasional care service with one respondent saying they had cancelled their membership at that centre as a result of the closure of the Occasional care service.

FIGURE 21 HOW SATISFIED ARE YOU WITH THE OCCASIONAL CARE SERVICE?



Nearly all parents/carers (23) chose to provide additional feedback/comments in the survey. The most frequent comment was about the staff/carers being excellent ($n = 13$). This same theme was mentioned by all those interviewed who had used Occasional care ($n = 6$).

The staff were very friendly and made me feel really comfortable leaving my newborn there.

I really like the staff there. They are really friendly. Really good with my son. He has a great time. He looks forward to going.

The educators are really competent and friendly. My son really enjoys it.

The second most common theme was in relation to how highly valued and ‘good’ they found the Occasional care service (survey respondents $n = 7$; interviewees $n = 6$).

Very grateful for the wonderful service and genuine care.

The occasional care at the Leisure Centres is an amazing service.

It's a really fantastic service.

During the period of the trial we also kept a register of ad hoc feedback received by any of the children’s services staff. We received 14 submissions. All but 1 of these submissions were complaints about the closure of the Occasional care service at the Collingwood leisure centre. All submitters requested the re-opening of the service. The most frequent reason being that the other care services are not practical or convenient in terms of location and time.

APPROPRIATENESS

Parents/carers who had used the Occasional care service and who had completed the survey were asked the extent to which they agreed or disagreed with five statements about the service. We compared the means for each of the statements on a scale of 1 – 5 (high) so as to get an indication of where there is strongest/weakest consensus overall.

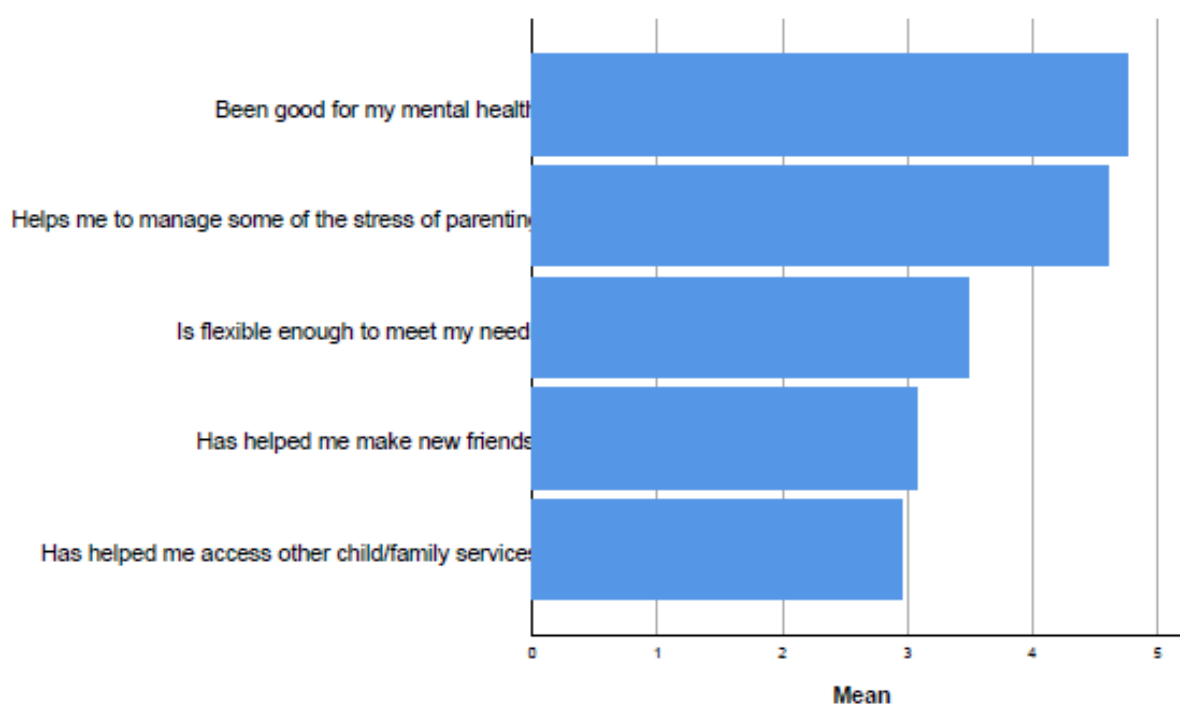
The ranking of responses is almost identical to those ranked by parents/carers of the new casual care service. As can be seen in Figure 22, Occasional care parents/carers rated highest the following 3 features or statements:

- Been good for my mental health
- Helps me to manage the stress of parenting
- Is flexible enough to meet my needs

The lowest rated features or statements were:

- Has helped me access other child/family services
- Has helped me make new friends

FIGURE 22 Appropriateness based on 5 features of the Occasional care service



Additional information was gained about the appropriateness of the Occasional care service from the 6 individual qualitative interviews and the 'Any other feedback/comments' section of the surveys. Analysis of these data revealed the following main themes about the appropriateness/acceptability of the Occasional service:

- Re-open Collingwood (survey $n = 6$; interviews $n = 4$)

I would like to see care back at Collingwood.

I would like the 90 minute occasional care sessions at Collingwood to reopen so I can go to the indoor pool in winter (I'm pregnant) and access a wider variety of classes closer to my home

- 90 min care suits/don't want longer care (survey $n = 3$; interviews $n = 5$).

As a new mum I wouldn't want any longer duration care yet, it's enough to allow time for my own exercise and a little me time after.

For someone like me who works three days a week I'm not going to put my child in for five hours on my day off so I can go to the gym for an hour.

- Good for mental health (survey $n = 4$; interviews $n = 2$)

Really positive for promoting people's health, especially women's health.

This service has had significant positive impacts on my physical, psychological and emotional health - and subsequently, the wellbeing of my child.

One interviewee who had used the Occasional care service at the Collingwood leisure centre in the last 3 months of 2018 provided additional information about the appropriateness of the amenity for her son who had a degree of hearing loss. For her, and her son, she found the room not appropriate and found it frustrating to have to re-tell new staff that would come in about her child's needs.

It was OK. My son has got hearing loss. So I found the room extremely noisy especially when it was on a busy day. And he found it quite overwhelming on some days. Like it was fine for short bursts. But for me it wasn't... um we were looking at other options for more regular for when I needed to do more work. We were looking at other options. We certainly weren't keen to have him in there too many more days. He was quite overwhelmed with the acoustics. Otherwise, the location was great. The carers there were... not always consistent but umm... they were good.

The setting was tiny. Teeny tiny room with terrible acoustics. The quality of the care... look, when you had the regular ladies they were fine. Then you'd get the odd one who wasn't familiar with [son's name] or anything about looking after children with hearing loss. If there was a new person you had to go through everything again. It was hit and miss. Can I say that?

GENERAL COMMUNITY CONSULTATION AND YARRA LEISURE CENTRE MEMBERS' FEEDBACK

A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.

An invitation to provide feedback via the survey was also included in the Yarra Leisure newsletter on 5 July. In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

Analysis revealed the following:

A total of 218 surveys were completed. Analysis of the survey data revealed the following:

- Most respondents live or work in Yarra (n 176).
 - 121 respondents are members of Yarra Leisure.
 - 131 respondents are parents of children aged under 6 years of age.
 - 44 respondents use Occasional care at Yarra Leisure (which is 62% of all families who had used Occasional care during the 6-month period of the trial).
1. Respondents were asked if the closure of the occasional care service at the Collingwood Leisure Centre during the trial had impacted on them.
 - 167 respondents reported there was no impact and 51 respondents that the closure had impacted on them.
 - 84 of the respondents who reported no impact are parents.
 - 47 of the respondents who reported the closure had impacted them are parents of children aged under 6 years of age.
 2. Respondents were asked to say how the closure had impacted them and 5 themes emerged: 'Made other arrangements' and 4 themes that focused on the issue of access. The impacts are summarised as social, access to specific group classes, lack of suitable options and location preference.
 - a. 'Made other arrangements'

In this theme 11 respondents reported that they were still going to the leisure centre and that they had made other child care arrangements.

"I could no longer attend Collingwood Leisure Centre to go to the gym on my days off work and access occasional care for my son. However, I was able to take him to Fitzroy Occasional Care instead which was acceptable."

"Not greatly as Fitzroy was my main gym but it did minimise the variety and types of classes I could attend."

"Asked my mum to mind my daughter."
 - b. 'Still go but less convenient' (n = 11)

"It made it very difficult for me to use the Collingwood Leisure Centre. I have used the Fitzroy Creche so that I can use the Collingwood leisure centre, however the logistics of getting my child to the creche, me to the leisure centre for a class then back again to pick up my child before the end of the creche session have been very difficult. I have therefore

not used the Fitzroy creche as often as I used to use the Collingwood one. I am a single parent so rely on the creche in order to use the gym."

"[Collingwood] is my local centre, with Fitzroy not as close. Given the short duration of the sessions, having it close was important to me to be able to get my toddler set up there before heading off to an appointment or exercise class. If I travel to Fitzroy too much time is taken getting there."

- c. 'Not able to go/attend as much' (n = 9)

"This [Collingwood] is my closest leisure centre to my house. I am only able to use my membership twice a week now instead of 3 or 4 times."

"I was not able to use the facilities as often as I would like because I had no one to watch my daughter."

- d. 'Stopped going' (n = 8)

"Cancelled membership as new solutions were unworkable for me."

"I would have used the occasional care at Collingwood Leisure Centre with my first baby. Because of this closure it has meant I just didn't go to the gym at all".

- e. 'Other locations not convenient' (n = 3)

"I never went to the other gyms instead as it's nowhere near as convenient."

"I live in Clifton Hill and the Collingwood centre is more convenient for me to access than Fitzroy pool."

3. Respondents were also asked to rank in order of priority the different types of child care provided by Yarra Council. Overall, respondents gave a higher priority to long day care and casual care over occasional care. However, the difference between the different types of care was not large.

Question: What types of child care should Yarra City Council provide? Rank them in order of priority?

1. Casual care at children childcare centres a full day or half-day (M = 2.67)
2. Long day care at children childcare centres permanent day(s) (M = 2.67)
3. Occasional care at Yarra Leisure centres 90 minute sessions (M = 2.63)
4. Occasional care at children childcare centres 4 hour sessions (M = 2.24)

SUMMARY OF KEY FINDINGS

CASUAL CARE SERVICE IS HIGHLY VALUED

This evaluation found very high levels of both satisfaction and acceptability of the new casual care service from those families that have both used the service and those who had enrolled but not yet had a successful booking. Thirty-eight (95%) families that completed the survey rated the casual care service as either “Very good” or “Good”.

Twenty-three (58%) of casual care survey respondents provided additional comments and feedback at the end of the survey. The most common theme to emerge from analysis of their comments was that of parents/carers being ‘Strongly positive’ about the casual care service *and* that they want ‘Yarra Council to continue the service’ ($n = 16$).

“Fantastic initiative”

“This is a wonderful service for parents and I hope the Council continue to provide it.”

“It’s been great! Thanks.”

“Thank you so much for this initiative... My son has been so warmly welcomed, the care has been extraordinary and casual care has significantly alleviated my work/family stress. THANK YOU.”

“Thank you very much. This is good work.”

In addition, for the families that had used the Casual care service the idea of having ‘choice’ and another child care option available to them was important, particularly, for many, during the period of their return to work.

There’s definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

So having this new care option I think is much more reliable because it’s ... increased the availability of [child]care.

I think it’s a... well in terms of the fact that it exists I think it’s great. Because everyone needs options especially for unplanned or slightly planned instances when you need additional time. So it’s great. I’m actually really pleased it is available.

FAMILIES WHO HAD NEVER USED LONG DAY CARE WERE ACCESSING CASUAL CARE

Twenty-three (65%) of parents/carers who completed the casual care survey provided additional comments/feedback about the new casual care service. Eight provided comments about how the casual care service provided both the parent/carer and their young child with an ‘Excellent introduction and transition to permanent long day care’. This was the second most common theme in the analysis of these data. The first being as reported above.

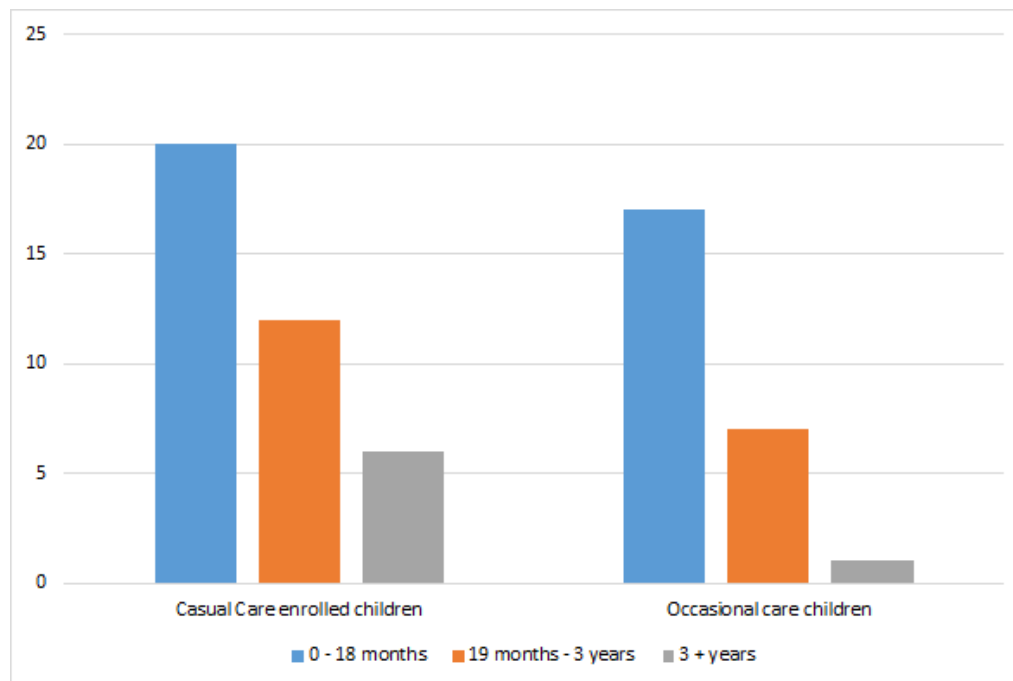
“Fantastic introduction to childcare by easing our daughter in with half days.”

“It has also been a positive experience [for] my daughter, and I believe it has aided her transition to day care.”

THE TYPES OF FAMILIES THAT USE CASUAL CARE AND OCCASIONAL CARE ARE SIMILAR

The demographics and many of the responses to the survey questions were similar between those who had used casual care and those who had used Occasional care. For both groups, the age group of the child booked into care was similar after excluding those long day care children who picked up an extra day via the casual care service (Figure 23).

FIGURE 23 AGE GROUPS OF CHILDREN BY CHILDCARE SERVICE TYPE



For both groups, when asked to rate the extent to which they “Strongly agreed” or “Strongly disagreed” with 5 features or statements about the childcare service, ratings were almost identical. The 3 top rated features for both groups were:

- Helps me to manage the stress of parenting
- Been good for my mental health
- Is flexible enough to meet my needs

The 2 lowest rated features or statements to which parents/carers agreed/disagreed were:

- Has helped me access other child/family services
- Has helped me make new friends

In addition, both groups were also accessing similar other childcare options with the most common for both groups being long day care and Occasional care (longer hours).

HOWEVER, REASONS FOR ACCESSING CASUAL CARE AND OCCASIONAL CARE ARE DIFFERENT

Families that used the casual care service did so for a range of reasons whereas families that used the occasional care service did so predominantly to exercise and use the facilities at the leisure centres. Casual care families used the service to do work (including applying for work), attend doctor/medical appointments and to have some ‘me time’. Families that used the Occasional care

services predominantly did so to attend the gym/swim, do an exercise class and to have some 'me time'; 22% left the leisure centre to do other activities.

UTILISATION TRENDS ARE DIFFERENT FOR CASUAL CARE AND OCCASIONAL CARE

The casual care service was used by a total of 178 families during the 6-month period of the trial. In the same period 71 families used the Occasional care services at the leisure centres although it was used frequently (more than 10 times) by 17 families.

Total utilisation of the casual care serviced increased over the period of the trial. An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites.

By contrast, utilisation of Occasional care decreased over the period of the trial. There were a total of 38 places available per day across the two Leisure centres of which on average 12 places were taken up. This represents an overall utilisation rate of 31%. In effect, and in spite of increased marketing and promotion (see Appendix 1) there has been no change in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average for Richmond and Fitzroy Leisure Centres being 30%).

Thus, while the types of families who use casual care and occasional care are similar the reasons for using the different care services are different. The flexibility of the casual care service is clearly appreciated and valued by those families that use it as it is being used by parents with young children for a wider range of reasons. This may go some way to explaining why utilisation trends are in different directions: for the casual care service utilisation has increased; for the occasional care service utilisation has decreased both as compared to the previous financial year and throughout the period of the casual care trial.

OPERATIONAL IMPROVEMENTS AND PROCESSES

The casual care service is a new service and has been rolled-out over the months of the period of the trial. There have been many improvements to operations and processes and some of these are reported in this section.

THE MY FAMILY LOUNGE APP

The casual care trial involved the use of a new App for booking many of Yarra Council's childcare services, including the new casual care service. In spite of some initial and outstanding issues with the App most families involved in the casual care trial were able to use the App to see and book places as they needed. A register of issues with the App and the responses is provided in Appendix 3. These initial teething problems were reflected in parents/carers responses to the survey in which we asked them how they would rate the My Family Lounge App. While 26 (65%) of respondents rated the App as either "Good" or "Very good", 14 (35%) reported being "Neutral" or rated it as "Bad" or "Very Bad". This mix or range of responses was also evident in the responses in the "Other comments/feedback" section of the survey ($n = 7$) and those who participated in the individual interviews ($n = 5$).

"When I started using it there were a couple of things that were difficult to access on my phone but not on a desk top computer. And, there's not a function on the app to book my daughter in for a full day."

MORE TIME OPTIONS AND MORE AVAILABILITY

The two most common requests for improvements were for more availability and more time options with the casual care service, specifically to be able to book for the afternoon (surveys $n = 6$; interviews $n = 5$). This was also mentioned by centre coordinators in the focus group and is currently actively being looked at.

IMPACT OF CASUAL CARE ON LONG DAY CARE CHILDREN AND FAMILIES

In the interviews with parents/carers who use long day care and who either may or may not have used casual care, we specifically asked if there had been any impact on regular uses of LDC and their children in order to find out if there had been any unintended consequences of the casual care service. No parents reported any problem in this area.

Nonetheless, in the separate focus groups with staff and centre coordinators, the topic of how best to introduce and orientate a new casual care child and their parent to the centre and to the childcare group was discussed at length as there was quite some variability in practice between the childcare centres. The practice introduced at one of the centres was to contact by telephone any new casual care family who had made a booking as soon as the booking was made, and to then invite the parent into the centre for a visit for the purpose of introduction and orientation, prior to their booking date. If the parent could not come in for a visit, then information was shared between the relevant educator and the parent over the telephone. A form titled 'Developmental profile of the child' is completed by the educator in consultation with the parent/carer. This process has subsequently been implemented across all childcare centres as best practice.

GENERAL CONSULTATION AND LEISURE CENTRE MEMBERS' FEEDBACK

The trial included a range of marketing and promotional activity for both the new Casual care service and the ongoing Occasional care services at City of Yarra Council's leisure centres, and opportunities for both the general public and childcare service users to provide feedback and input into the evaluation of the trial. Overall, the Casual care service appears well accepted and appreciated. People have reported no adverse impacts of the new Casual care service. In addition, people generally reported no impact of the cessation of the Type 1 Occasional care service at the Collingwood leisure centre. Families who have continued to use the ongoing Type 1 Occasional care services at the Fitzroy swimming pool and the Richmond leisure centre have had many opportunities to provide feedback and the small number of regular users of these services ($n = 25$) used more than 6 times in the 6 month trial period) were over represented as respondents to the survey ($n = 18$) and in the ad hoc feedback received by Council. The results, therefore, from both the survey and analysis of the ad hoc feedback reflect the views of this group of people.

APPENDIX 1 MARKETING AND PROMOTION ACTIVITY

Communication and engagement activities for Casual Care Trial have included the following.

Yarra Leisure members and visitors to leisure centres

- Occasional Child Care webpage on Yarra Leisure site updated with relevant information – <https://leisure.yarracity.vic.gov.au/occasional-child-care>
- Digital screens in the centres had images scrolling through promoting the occasional care services
- Information regarding the Occasional Care service available at Fitzroy and Richmond included in leisure monthly e-newsletter, see example of link to January 2019 edition of Yarra Leisure News which was sent to 10,544 email recipients. Yarra Leisure News - January 2019
- Have your Say community consultation, Yarra Council website from 5 July to 28 July; promoted in Yarra Leisure News – July 2019
- Posts on Yarra Leisure's Facebook page promoting the service offering in 2019.
- Flyers were available at each leisure centre promoting the occasional care services available including Fitzroy and Richmond
- Information about occasional care services in the leisure centres is included in Leisure Members information booklet.

Occasional care clients (90 minute sessions, leisure centres)

- Letter / email - notification about the change to existing services and introduction to new trial (29 October 2018)
- Email update about trial and reminder to enrol (27 December 2018)
- Email – enrolments are now open – enrol using My Family Lounge (3 January 2019)
- Email – reminder Fitzroy Pool now open (8 January 2019)
- Email – invitation to participate in an on-line survey to provide feedback for the evaluation (from March 2019 – email sent to families who use the occasional care service at least once during the trial period)
- Email – reminders to non-responders to encourage them to provide feedback
- Email to all parents/ guardians who used the Collingwood leisure centre occasional care in the last 3 months of 2018 to participate in an on-line survey (specific to former Collingwood clients; March 2019 and reminder July 2019).

Maternal and Child Health Service

- 506 families attended a 4 week MCH Key Age and Stage (KAS) appointment and were provided with a KAS pack which included the occasional care / casual care flyer. Each KAS pack is provided in hard copy to families and the contents is explained by the MCH Nurse during the appointment. The 4 week KAS appointment was chosen due to its focus on maternal wellbeing, and the opportunity to discuss possible respite options which may include accessing occasional or casual care. It is a sixty minute appointment which allows for these discussions.

- 508 families attended an 8 month MCH Key Age and Stage appointment and were provided with a KAS pack which included the occasional care / casual care flyer. Each KAS pack is provided in hard copy to families and the contents is explained by the MCH Nurse during the appointment. The 8 month KAS appointment was chosen to include the flyer, as this visit is a longer appointment (forty five minutes) and parents often wish to discuss return to work plans, and childcare options in the municipality.
- 265 first time Parents attended at least 4 out of 6 sessions offered in a First Time Parents Group, facilitated by a MCH nurse, during the trial period. We are unable to determine from the client management database which of these families attended the final group session which discusses childcare options. 58 first time parents attended all of the sessions offered by the MCH Service, and therefore would definitely have been provided with occasional care and casual care information.
- Seven formal referrals made by MCH service into the Connie Benn occasional care service whereby the nurse actively assisted clients to enrol in the service to support their health and wellbeing. Many more families were strongly encouraged by the MCH to enrol in casual and/or occasional care.
- The occasional care at Connie Benn Centre is a longer session and allows the MCH service to run a therapeutic postnatal depression and anxiety group from the Connie Benn Centre where the children are cared for in the same building. This is fundamental to the success of this program, and allows mothers time to explore their own emotional wellbeing.

All Yarra residents

- Update Yarra Council website with new information about the trial and types of child care available (continuous)
- Flyer explaining the trial and summary of all casual and occasional care options distributed at town halls, libraries, leisure centres and family and children's centres (updated end of April)
- Yarra Life article introducing the trial and summary of available services (29 January)
- Yarra News article introducing the trial and summary of available services (11 February)
- Information summarising available services on Brightsigns in centres serviced by Access Yarra (8 February and ongoing)
- Have your Say community consultation, Yarra Council website from 5 July to 28 July; promotion on social media and Yarra E News
- Promotion of the trial and child care options presented in Family and Children's community networks

Audience – all Yarra residents who have 1 or more children under 5 years

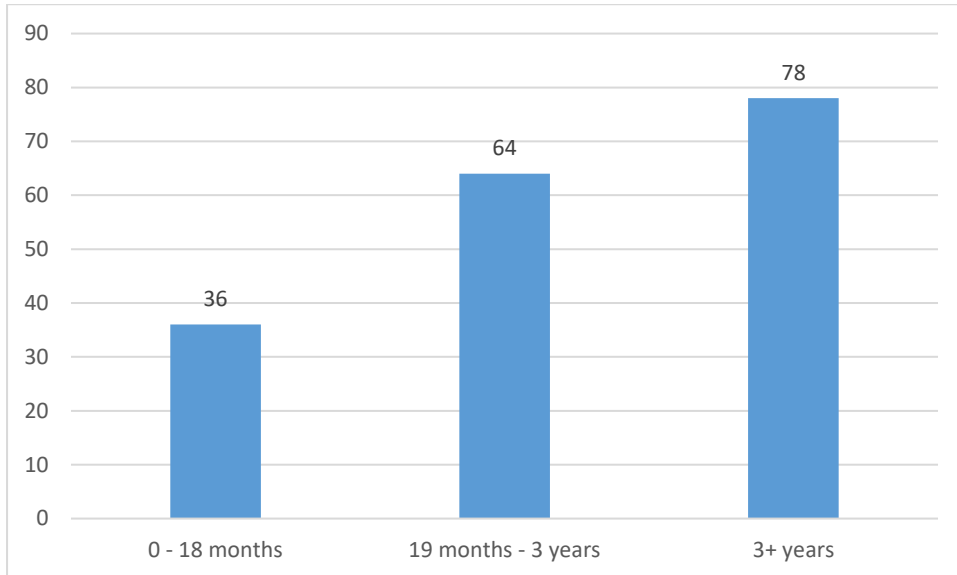
- Social media – introduction to trial and summary of available services (from 8 January)
- Playgroups in Yarra - Introduction to trial and summary of services – playgroups newsletter via email (February and May) and promotion by playgroup facilitators (ongoing)
- Family support clients and services – distribution of the flyer about the trial and summary of all casual and occasional care options available in Yarra (ongoing)
- Email to all families on the central registration system (waitlist) for education and care services (distribution of flyer February and May)
- Informal promotion of trial and child care options to individual families enquiring about child care in Yarra (ongoing)

Families with a permanent long day care place in one of Council's Children's Centres

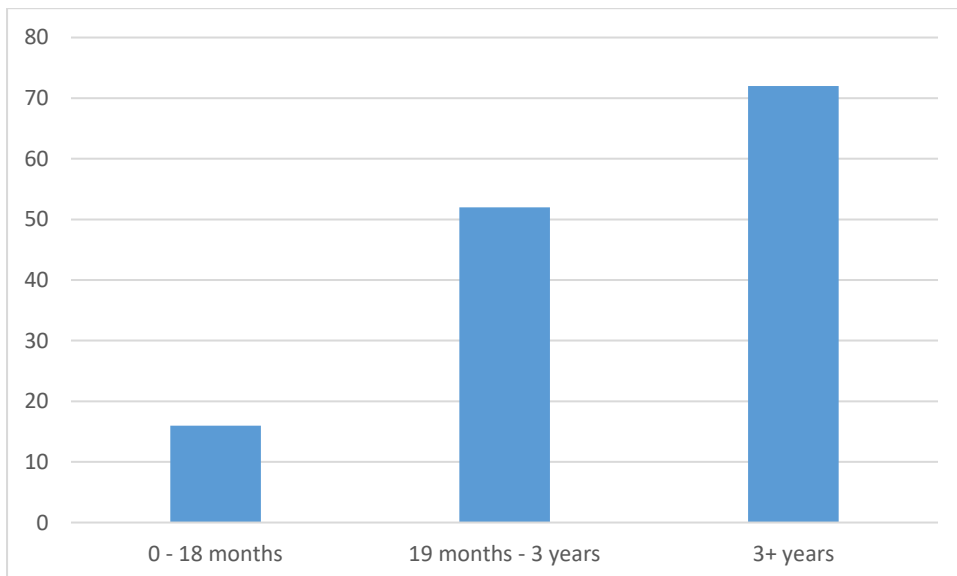
- Email introducing the trial (27 December 2019)
- Notification reminder to update availability on the app (8 February 2019)
- Brightsign reminder about the trial and to update the app at the Connie Benn Centre (from 8 February 2019, ongoing)

APPENDIX 2 CHILDREN'S AGE BY SERVICE TYPE AND AGE GROUP

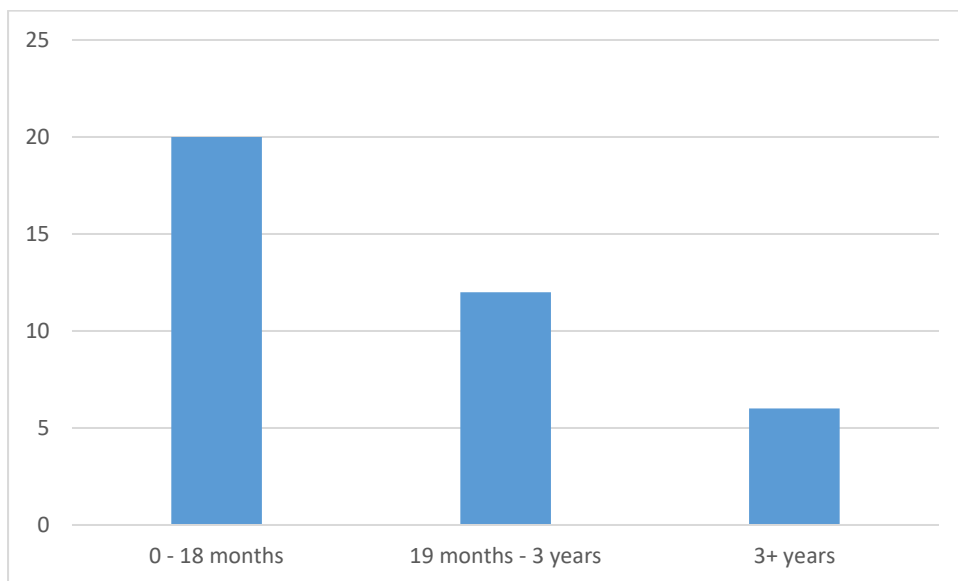
All casual care children



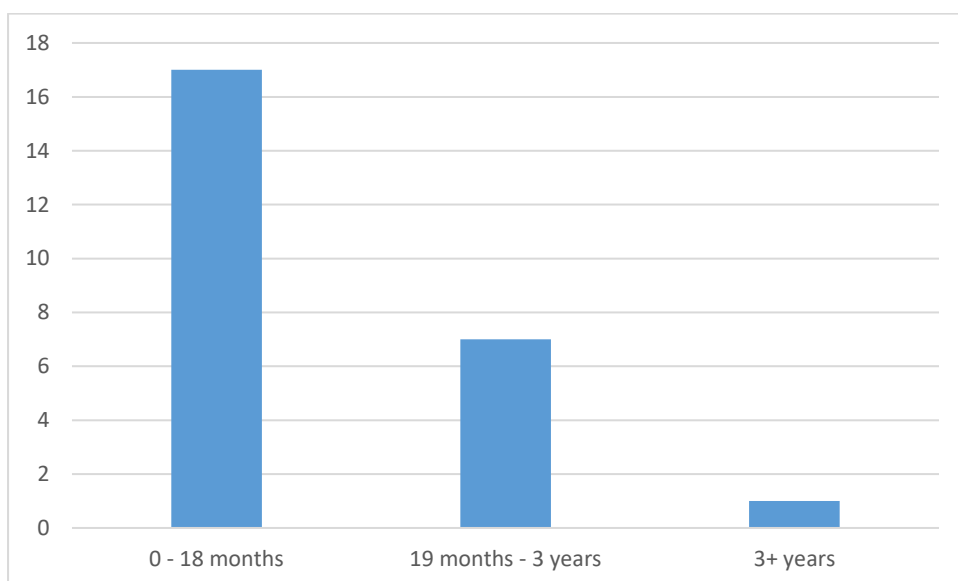
Long day care children who have used casual care



Casual enrolled children only



Occasional care children



APPENDIX 3 MY FAMILY LOUNGE APP: ISSUES AND RESPONSES

(Jan – Jun 2019)

Description of issue	Response
The family has contact me saying they are unable to register on QK Enrol or My Family Lounge?	Ensure the family is using the correct link listed on our website.
The family has contact me saying they get a message saying they are already enrolled into the lounge but do not remember doing it?	The family may have been signed up from a previous childcare provider – Have them click on our link and sign in using their log in details they used at their old service, if they have forgotten their password, use the “forgot password link”. If the family cannot see “Yarra City Council” as a database option when they log in, they will need to “Sign Out”, ensure they return back to our private link (which must end in 7537) and then log in using their details again. (Repeat, the web address must end with our database ID of 7537) https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseid=7537
The family has reported that they cannot access the website as there is a “WEBUI ERROR” or “SERVER ERROR”?	Ask the family to do one of the following: <ol style="list-style-type: none"> 1. Delete their browser history in their internet browser. 2. Access Private or Incognito mode within their internet browser and try again.
The family has submitted an enrolment form but cannot make a booking request or casual booking?	Contact the family and inform them of the following: <ol style="list-style-type: none"> 1. LDC Enrolments & Kindergarten Enrolments: The service will enter your bookings in for your once enrolment is finalised (as long as you have a letter from CRS) 2. OCC Care and Casual Care enrolments: The service will process your enrolment as stated in the email you received as confirmation your form was submitted. A team member will be in contact when it has been received, processing commenced, if there is any further information needed and when it has been finalised and you can commence care. Families can only book if there are vacancies. The system will not allow bookings if the room is full.
I have received a submitted enrolment form via email, but this family is not on Central Registration System (CRS)?	Contact the family and ask if they are enrolling for Casual or Occasional Care, if not, send them the email template notifying them of how to register with CRS and inform them, that children cannot enrol into permanent care without being offered a place from CRS.
I have received an enrolment form for Kindergarten, but this child is 2 years old?	Contact the family and send them the email template notifying them that enrolments for Kinder must only be for children who hold a letter of offer from CRS – and completing the enrolment, will not put their child onto the waitlist in CRS.
I have received an enrolment form via email, but this family	Contact the family and ask if they simply made a mistake when choosing the service in QK Enrol.

was offered a place at another service?	<ol style="list-style-type: none"> 1. YES the family made a mistake– Commence enrolment process and forward the email to the appropriate shared inbox and ask them to activate the family at their service. 2. NO they were offered one location, but want to attend a different location. - Inform the family that this is not the process and they will need to discuss this with Central Registration to modify their preferences.
I have received an enrolment form via email, but the attached documents cannot be opened or viewed correctly?	Contact the family and ask them to submit them directly to your email, some formats cannot be uploaded to the online enrolment form and therefor will not work correctly.
Occasional Care OR Casual Care – What is the difference?	<p>Casual care is offered within a Long Day Care setting, as is a more integrated care model. Casual care is offered for longer sessions. Casual care fees are higher than Occ Care fee's and families can only receive a rebate if they are eligible for Childcare Subsidy through Centrelink.</p> <p>Occasional care are shorter sessions run out of a designated occasional care space. The fees in Occ Care are funded differently and a small fee is paid by families – Childcare Subsidy cannot be applied to these out of pocket expenses.</p>
A family has called asking to book into Casual Care or Occ Care tomorrow?	<p>Inform the family that before this can occur, they need to complete the correct enrolment forms, which also require processing. Processing of the enrolment forms can take up to 2 weeks, depending on how much further information is required to be submitted by the family, and how long it takes them to receive it.</p> <p>Bookings for Occasional Care cannot be made online, and must be made directly to the service offering care by phone or face to face.</p> <p>Bookings for Casual Care can be made online, via phone, email or face to face.</p> <p>Bookings cannot be made online after 48 hours before the sessions commences, for last minute bookings, families need to directly contact the location offering Occ or Casual care.</p>

APPENDIX 4 3 PARENT/CARER SURVEYS

Parent Survey: Casual Care

ID 35

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

ID 21

How did you hear about our Casual Care service? *

- ☐ Friend
- ☐ Staff at the centre
- ☐ Advertising at the centre
- ☐ Advertising outside the centre
- ☐ Other

ID 2

How many times have you used the Casual Care service? *

- ☐ 1-2 times
- ☐ 3-5 times
- ☐ 6-10 times
- ☐ More than 10 times

ID 22

Do the hours of the Casual Care service sessions suit you? *

- ☐ Yes
- ☐ Sometimes
- ☐ No

ID 3

How would you rate the new Casual Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very bad | Bad | Neutral | Good | Very good |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

ID 24

How would you rate the My Family Lounge app for making bookings? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very bad | Bad | Neutral | Good | Very good |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

ID 25

How regularly are you able to book your preferred time/day? *

Never

Rarely

Neutral

Often

Always

☐☐☐☐☐

Logic Show/hide trigger exists.

ID 28

What other formal child care services have you used? (Tick all that apply)

*

☐ Family day care

☐ Kindergarten

☐ Long day care

☐ Nanny

☐ Occasional care (longer hours)

☐ I haven't used any other formal child care services

Logic Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care", "Kindergarten", "Long day care", "Nanny", "Occasional care (longer hours)")

ID 7

Compared to the other child care services that you have used, how satisfied are you with the Casual Care service? *

Very
dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

☐☐☐☐☐

ID 29

Why do you use the Casual Care service? *(Tick all that apply)* *

- ☐ To have some 'me' time
- ☐ Shopping
- ☐ Work
- ☐ Study
- ☐ Gym/swim
- ☐ Exercise class
- ☐ Spend time with other child/children
- ☐ Go to the doctor/health practitioner
- ☐ Visit family or friends
- ☐ Leisure / recreation activities
- ☐ Other

ID 10

The Casual Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
is flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helps me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
been good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ID 26

1. Do you have any other feedback about our new Casual Care service?

About you

ID 30

Name *

ID 31

What suburb do you live in? *

ID 33

What is the age of your child/ren? *

ID 34

What is your connection to the City of Yarra? (Tick all that apply) *

- ☐ I live here
- ☐ I work here
- ☐ I travel through Yarra frequently
- ☐ I study here
- ☐ I'm a regular visitor
- ☐ Other

Thank You!

Parent Survey: Occasional Care

ID 34

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

As a current or previous user of Council's **Occasional Care** program we would appreciate your input by completing this survey.

Your participation is both voluntary and confidential. No names or identifying information will be included in the report.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

ID 2

How many times have you used the Occasional Care service? *

- ☐ 1-2 times
- ☐ 3-5 times
- ☐ 6-10 times
- ☐ More than 10 times

ID 3

Overall, how satisfied are you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

LOGIC Show/hide trigger exists.

ID 24

What other formal child care services have you used? (Tick all that apply)

*

- ☐ Family day care
- ☐ Kindergarten
- ☐ Long day care
- ☐ Nanny
- ☐ Occasional care (longer hours)
- ☐ I haven't used any other formal child care services

Logic Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care", "Kindergarten", "Long day care", "Nanny", "Occasional care (longer hours)")

ID 7

Compared to the other child care services that you have used, how satisfied are you with the Occasional Care service? *

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ID 25

Why do you use the Occasional Care service? (Tick all that apply) *

- ☐ To have some 'me' time
- ☐ Shopping
- ☐ Work
- ☐ Study
- ☐ Gym/swim
- ☐ Exercise class
- ☐ Spend time with other child/children
- ☐ Go to the doctor/health practitioner
- ☐ Visit family or friends
- ☐ Leisure / recreation activities
- ☐ Other

ID 10

The Occasional Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
is flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helps me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
been good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LOGIC Show/hide trigger exists.

ID 21

Is your child under 2 years old? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: Question "Is your child under 2 years old? " is one of the following answers ("Yes")

ID 22

How do you feel about your child going to Long Day Care? *

Very uncomfortable	Uncomfortable	Neutral	Comfortable	Very comfortable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ID 23

Do you have any other feedback about our Occasional Care service?

Casual Care feedback

LOGIC: Show/hide trigger exists.

ID 18

Do you know about the new Casual Care service (half or full day service) offered at City of Yarra's children's centres? *

- ☐ Yes
- ☐ No
- ☐ Not sure

LOGIC: Show/hide trigger exists. Hidden unless: Question "Do you know about the new Casual Care service (half or full day service) offered at City of Yarra's children's centres?" is one of the following answers ("Yes")

ID 19

Have you used the new Casual Care service? *

- ☐ Yes
- ☐ No

Logic Hidden unless: Question "Have you used the new Casual Care service?" is one of the following answers ("No")

ID 32

Why haven't you used the new Casual Care service? (tick all that apply) *

- ☐ I don't know how to access the new service
- ☐ It doesn't meet my needs
- ☐ I don't know anybody there
- ☐ It's not convenient to me
- ☐ It is difficult for me to get to the children's service where it is offered
- ☐ I'm happy with the current Occasional Care service
- ☐ It is too expensive
- ☐ Other

About you

ID 28

Name *

ID 33

What suburb do you live in? *

Parent Survey: Occasional Care - Collingwood

ID 34

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

As a previous user of Council's **Occasional Care** program at the Collingwood Leisure Centre we would appreciate your input by completing this survey.

Your participation is both voluntary and confidential. No names or identifying information will be included in the report.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

ID 2

In the 3 months (October - December) of last year, how many times did you use the Occasional Care service at Collingwood Liesure Centre? *

- ☐ 1-2 times
- ☐ 3-5 times
- ☐ 6-10 times
- ☐ More than 10 times

ID 3

Overall, how satisfied were you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Logic Show/hide trigger exists.

ID 24

What other formal child care services have you used? (Tick all that apply)

*

- ☐ Family day care
- ☐ Kindergarten
- ☐ Long day care
- ☐ Nanny
- ☐ Occasional care (longer hours)
- ☐ I haven't used any other formal child care services

LOGIC Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care", "Kindergarten", "Long day care", "Nanny", "Occasional care (longer hours)")

ID 7

Compared to the other child care services that you have used, how satisfied were you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

ID 25

Last year, why did you use the Occasional Care service? (Tick all that apply) *

- ☐ To have some 'me' time
- ☐ Shopping
- ☐ Work
- ☐ Study
- ☐ Gym/swim
- ☐ Exercise class
- ☐ Spend time with other child/children
- ☐ Go to the doctor/health practitioner
- ☐ Visit family or friends
- ☐ Leisure / recreation activities
- ☐ Other

ID 10

How much do you agree with the following statements about last year's Occasional Care service at Collingwood?

The Occasional Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
was flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
was good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LOGIC Show/hide trigger exists.

ID 21

Is your child under 2 years old? *

- ☐ Yes
- ☐ No

Logic: Hidden unless: Question "Is your child under 2 years old? " is one of the following answers ("Yes")

ID 22

How do you feel about your child going to Long Day Care? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
uncomfortable | Uncomfortable | Neutral | Comfortable | Very
comfortable |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

ID 23

Do you have any other feedback about last year's Occasional Care service at Collingwood?

Casual Care feedback

Logic: Show/hide trigger exists.

ID 18

Do you know about the new Casual Care service (half or full day care service) offered at City of Yarra's children's centres? *

- ☐ Yes
- ☐ No
- ☐ Not sure

LOGIC Show/hide trigger exists. Hidden unless: Question "Do you know about the new Casual Care service (half or full day care service) offered at City of Yarra's children's centres?" is one of the following answers ("Yes")

ID 19

Have you used the new Casual Care service? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: Question "Have you used the new Casual Care service?" is one of the following answers ("No")

ID 32

Why haven't you used the new Casual Care service? (tick all that apply) *

- ☐ I don't know how to access the new service
- ☐ It doesn't meet my needs
- ☐ I don't know anybody there
- ☐ It's not convenient to me
- ☐ It is difficult for me to get to the children's service where it is offered
- ☐ I'm happy with the current Occasional Care service
- ☐ It is too expensive
- ☐ Other

About you

ID 28

Name *

ID 33

What suburb do you live in? *

ID 30

What is the age of your child/ren? *

ID 31

What is your connection to the City of Yarra? (Tick all that apply) *

- ☐ I live here
- ☐ I work here
- ☐ I often travel through
- ☐ I study here
- ☐ I'm a regular visitor
- ☐ Other

Thank You!

APPENDIX 5 INTERVIEW SCHEDULE & QUESTIONS

Selected randomly from contact details of people in each of the sub-groups.

Respondent type	Number of interviews	Method	Additional focus of question/s	Interviewer
Casual Care enrolled – used CC & not used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.	TB
Casual Care enrolled - used CC & used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.	TB
Casual Care enrolled – not used CC or any other care service (or at least not long day care)	3	Telephone	Why not used CC?	TB
OC current user – used OC often (min 2 who've used OC only 1 or 2 times)	3	Choice: In-person or telephone	Satisfaction & accessed casual care?	TB
OC ex-user of Collingwood	3	Choice: In-person or telephone	Are they still going to the gym? Are they using any other child care service? Mental health?	TB
Long day care user & not used Casual Care	3	Telephone	Impact of Casual Care service	TB

Respondent type	Number of interviews	Method	Additional focus of question/s
Casual Care enrolled – used CC & not used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.
Casual Care enrolled - used CC & used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.

How did you hear about the Casual Care service?

How often/many times have you used the Casual Care service?

Why do you use the Casual Care service?

- What activities have you done when you've used the Casual Care service?

What do you think about the Casual Care service?

- What do you like about the Casual Care service?
- What don't you like?
- What do you think of the online app booking system?

What are the benefits of the Casual Care service for you?

- Access to other services
- Social – meeting other parents
- Mental health/well-being

What are the **benefits** of the Casual Care service **for your child**?

So, how has your child's experience been of the Casual Care service?

Is there something that you think **could be done better**? Or improved?

Respondent type	Number of interviews	Method	Additional focus of question/s
Casual Care enrolled – not used CC or any other care service (or at least not long day care)	3	Telephone	Why not used CC?

How did you hear about the Casual Care service?

Why did you enrol in the Casual Care service?

- What did you think would be the benefit of the Casual Care service?

Why haven't you used the Casual Care service?

Is there something that would **make it easier** for you to use the Casual Care service?

Do you use some **other type of child care** instead of the Casual Care service?

- Why do you use that and not the Casual Care service?

Respondent type	Number of interviews	Method	Additional focus of question/s
OC current user – used OC often (min 2 who've used OC only 1 or 2 times)	3	Choice: In-person or telephone	Satisfaction & accessed casual care?

How many times have you used the Occasional Care service this year?

Why did/do you use the Occasional Care service?

- What activities have you done when you've used the Occasional Care service?

What do you think about the Occasional Care service?

- What do you like about the Occasional Care service?
- What don't you like?

What are the benefits of the Occasional Care service for you?

How has your **child's experience** been of the Occasional Care service?

Is there something that you think **could be done better**? Or improved?

- I.e. help you use the Occasional care service more?

Finally, have you used the new **Casual Care** service?

- YES – What do you think about it?
- NO – Why haven't you used it?

Respondent type	Number of interviews	Method	Additional focus of question/s
OC ex-user of Collingwood	3	Choice: In-person or telephone	Are they still going to the gym? Are they using any other child care service? Mental health?

How often did you use the Occasional Care service in the last 6 months of last year?

Why did you use the Occasional Care service?

- What activities have you done when you've used the Occasional Care service?

What did you think of the Occasional Care service of last year?

- What did you like about the Occasional Care service?
- What didn't you like?

What were the benefits of the Occasional Care service for you?

Are you **still going** to the gym?

What care arrangements do you use for your child **instead of the Occasional Care**?

What **affect has the closure** of the Occasional Care had on you?

Finally, have you used the new **Casual Care** service?

- YES – What do you think about it?
- NO – Why haven't you used it?

Respondent type	Number of interviews	Method	Additional focus of question/s
Long day care user & not used Casual Care	3	Telephone	Impact of Casual Care service

Do you know about the new Casual Care service?

I understand you have not used the Casual Care service. Is that right?

Is there are reason why you haven't used the Casual Care service? Is there are reason?

What do you think about the Casual Care service? (As you understand it)

Has the Casual Care service had any impact on you or your child?

Would you use the Casual Care service in the future?