Frequently Asked Questions – Term 2 Reporting

Reporting for Term 2 will look different due to COVID-19. Instead of using data and numbers this term, we will look to share your hub timetable as a way of sharing with your school and support agency the valuable work you have been doing – even if it looks a little different to last term. We do not expect your timetable, or engagement numbers, to look like previous terms.

To gather data for this term we will use the hub timetables and the Rapid Review. The Rapid Review will provide qualitative data and reflections on your activities this term.

https://communityhubs.smartygrants.com.au/T220RapidReview

Below are questions from hub leaders that we received during this week's Q&A sessions. We hope this will assist all of you in completing you Term 2 timetables accurately. Just think – if someone else was reading this timetable, would they understand what has been done this term to support hub families, my school and local community?

We will be sharing your timetables as we would regular Term 2/ mid-year reports, at the start of Term 3. This will be a great opportunity to sit down with your principal and support coordinator to reflect and start planning for the future of your hub.

Questions from hub leaders and support coordinators

Hub participants were not able to engage with the hub, as they had several responsibilities schooling their children at home, how can I convey this?

We understand that hub programs may not have been the focus for many of your families as they focus on home-schooling their children. Please share these reflections in the rapid review. The Rapid Review provides you with space to record qualitative data and reflect.

What should be classified as network meeting?

Generally, meetings should be reported in the Referrals section of the portal. But if it is a substantial chunk of time, such as a 2-hour meeting with a program facilitator who is delivering virtual playgroup or English for your hub, that can be recorded in the Timetable. Another example is discussions with other hub leaders. These should be recorded as network meetings in the Referrals section.

Check ins with families, stakeholders or facilitators

Record check-in's with facilitators, volunteers or families. You can group regular check ins into one entry on one day per week, rather than creating an entry every day. Please identify this in the Description section. It's okay for phone check ins to take longer than expected.

Record this information in the Description section.

Stakeholder coordination

Coordinating stakeholders is time consuming in Term 2. Regular follow up with stakeholders has likely increased during COVID, and we are happy for those meetings to be entered into the timetable. This includes any regular follow up meetings with a stakeholder. This can be grouped in one entry per week or separately including the details of different program partners - whatever is easiest for you.

Activity names

Explain in the activity name how the program or activity is delivered.

E.g. 'Playgroup via Zoom' or 'Meeting families at the school gate' or "Delivering Activity Packs to Hub Families'.

Activity times

Record the time spent on activities accurately. For example, 8 hours for 5 days a week recorded as 'home-schooling support' is not accurate. It would be best recorded as '3 hours of phone check in, 45 minutes of Zoom Coffee & Chat and 4 hours collating delivery packs for playgroup' etc. Break up your day as you would reflect activities in your hub.

Will it be possible to copy my Term 1 timetable to Term 3?

We are working on this functionality, and it should be possible to copy other terms timetables from within the same calendar year.

Facebook

Record the time you have spent creating Facebook content. Document the time you spent doing Facebook posts per week. You may just enter that into the timetable once e.g. Facebook posts for the community, 2-3 hours. That is time you spent across the week.

Do not count engagement (likes, reach, comments) on the Facebook post. For activities such as Facebook that don't fit neatly into current Program Categories, select 'parent engagement'.

Virtual classes

Record the class in the timetable, and record participants. If it's playgroup record both adults and children. If it's English most likely you would just record adults. Other examples where you include participants numbers would include walking groups, virtual coffee and

chat. If your onsite classes have been cancelled, and you have referred participants to an organisation's class, work with service provider to find out how many participants joined.

E.g. a hub worked with a local library to get hub participants registered with a library membership. Record the families that joined. The engagement with the library resulted in X families engaging with the library on a long-term basis.

One off event (coordinated by the hub leader)

E.g. a whole of school breakfast. Include this as an activity in the timetable– even if it's a one off. Rather than include in service referrals, this is something you have coordinated; therefore, it is included as an event in the timetable. Record attendances at the event.

Food hampers/ delivering packs

This is considered engagement whether it is families coming to you at the school or hub or you delivering to the family's home. Count how many families you are engaging. Record the time it takes to create and distribute the packs. If volunteers help you to coordinate packs, record them. Record the number of packs distributed, this is useful information.

You can group these activities together; for example, if you spent 5 hours across 3 days packing hampers, you may want to record this as one 5-hour block on a selected day and detail this in the description.

Grant applications

You can record time spent writing grant applications in the timetable. Use the description to tell us what the grant is you are applying for.

Number of families engaged – enter in the Referrals tab.

You are counting every family you have engaged this year. Even if you saw that family last year or 3 years ago. They've come back to the hub and we want to record that. Count all families once only as we want to report the total families engaged across 2020.
You can record 0 new families this term. We do not expect the number of families to grow given the circumstances.

Do we consider school staff as a new family?

If your hub is being utilised as a second staff space, do not record the staff in your space as an engagement.

I have been asked to work at the front desk or help in a classroom - how do I record that?

Record activities that you are completing to support the school in the portal timetable. Activities can include working in the school, uniform shop, assisting in a classroom, running breakfast club or greeting parents at the gate. Record all the different activities but do not record participants. The information you provide in the Rapid Review will help compliment the information in the portal.

E.g. you may be asked to contact 40 families from your school. You ring a family on several occasions. That's a regular engagement, so record this activity in the portal timetable.