

**NSW Department of Education and Training
Priority Schools Programs Survey 2008
Procedures for Schools**

The procedures set out in this document are to be used by schools to administer the 2008 PSP Survey. There are five sections to this document:

- Pre survey tasks
- Arrival of survey materials
- Survey week
- Return of survey to the scanning company
- Summary timetable.

1. PRE SURVEY TASKS

Consulting the school's community

Schools should have discussed with their community the purpose of the survey and what PSP provides by the time this set of procedures is received.

Let parents/carers know that if they have children at more than one government school, for example primary school and high school, then they may receive more than one survey form. If so, they will need to fill in and return one survey form for each school.

Tell students what the survey is about and why it is important to their school.

Use PSP consultants and partnership officers, school staff, regional officers and any community organisations that have a role in the school during this step. Similarly approach the same people for assistance and advice during any other step of these procedures.

Briefing school staff on survey procedures

Before the survey week, discuss the survey procedures with the school staff. It is important that all school staff members recognise that the survey responses must remain anonymous and confidential. In some cases, school staff, particularly Community Liaison Officers, may be asked to assist parents/carers to complete the survey. Such assistance may be provided at the parents/carers' request and on the understanding that no personal information will be divulged to others, even others on the staff.

Developing a list of target group families

A critical step in preparing for the survey is developing a list of target group **families**. The target group for a school is based on its current total enrolment. Use the information below to identify the correct target group, and then determine the number of **families** to be surveyed. OASIS will be useful to identify families.

At this time, determine which **families** will need a translated set of materials, and which language each **family** will need. Again, OASIS will be useful for this task.

Target groups

The target group for each school is based on its classification and total enrolment, as below. The enrolment includes all full-time students, including full-time students enrolled in the school's support classes, units and centres, but not its pre-school.

High schools or 7-10 campuses of collegiates

- a. If the total enrolment is 400 or fewer students, survey the families of all full-time students in Years 7, 8 and 9.
- b. If the total enrolment is 401 or more students, survey the families of all full-time students in Years 7 and 8.

Senior high schools or senior campuses of collegiates

- a. If the total enrolment is 400 or fewer students, survey the families of all full-time students in the school.
- b. If the total enrolment is 401 or more students, survey the families of all full-time students in Year 11.

Primary/infants/central schools and SSPs that are eligible for PSP

- a. If the total enrolment is 225 or fewer students, survey the families of all full-time students in the school.
- b. If the total enrolment is 226 or more students, survey the families of all full-time students in Kindergarten, Years 1, 2 and 3 and in central schools, families of students in Years 7, 8 and 9.

Support classes (including Distance Education Centres and Intensive English Centres)

The **families** of full-time students in support classes, such as IM, IO, BD, ED, OC, DECs and IECs are to be included for those students who are in the Years designated for the school's target group.

Students living in institutions and group homes

Students living in institutions and group homes should **not** be counted as part of one large **family**, even though one adult may be designated as the guardian. If there are siblings living in these arrangements, only one sibling should be included in the survey.

Where appropriate, efforts should be made by the institution or group home to contact parents or other legal guardians to collect accurate information on the socio-economic background of the family of origin. Where possible, the survey should be completed by adults with legal responsibility for the students, but if this is not possible, the institution or group home may complete the survey form on behalf of the parent or other legal guardian.

Students living away from home

Students living away from home are young people in temporary accommodation as well as with family members or carers. When they are members of the school's target group, these students should be surveyed as individuals. These students may be provided with confidential assistance by adults to complete the survey form if necessary.

2. ARRIVAL OF SURVEY MATERIALS

When the school package arrives it should be opened promptly. Extract the principal pack and, for larger schools, the survey officer pack. Within these packs there may be an addendum to this procedures document. Any such amendments are to be checked carefully

because if they have been sent, they will contain some last-minute variations from this set of procedures.

Sorting the survey materials for distribution

An English version of the survey materials is inside the sealed parent/carer pack. Plan to distribute one pack to each **family** in the target group, regardless of language background. A copy of the parent/carer pack is provided in both the principal pack and the survey officer pack, for the school's information and use if needed.

The parent/carer survey packs are provided in greater numbers than should be required. Set the spare numbers aside to be used for following-up **families** that have mislaid their original set of materials. If there are insufficient parent/carer packs, check the target group information on the previous page to ensure that the school has accurately identified its target group. If there is still a problem, advise the distribution company by fax, using the fax-back packing sheet which will be included in the school package.

Never send photocopied English language forms home – the scanning process will not work on photocopies. Special arrangements have been made with the scanning company for manual processing of translated forms only.

Survey materials for parents/carers who do not read English

The survey materials for parents/carers have been provided in the following languages:

<i>Arabic</i>	<i>Hindi</i>	<i>Persian (Farsi)</i>	<i>Tamil</i>
<i>Bengali</i>	<i>Indonesian</i>	<i>Portuguese</i>	<i>Thai</i>
<i>Bosnian</i>	<i>Italian</i>	<i>Punjabi</i>	<i>Tongan</i>
<i>Burmese</i>	<i>Japanese</i>	<i>Russian</i>	<i>Turkish</i>
<i>Chinese (Trad.)</i>	<i>Khmer</i>	<i>Samoan</i>	<i>Urdu</i>
<i>Croatian</i>	<i>Korean</i>	<i>Serbian</i>	<i>Vietnamese</i>
<i>Filipino/Tagalog</i>	<i>Lao</i>	<i>Somali</i>	
<i>Greek</i>	<i>Macedonian</i>	<i>Spanish</i>	

Some schools will be sent multiple copies of Arabic, Chinese (Traditional), Vietnamese or Filipino/Tagalog parent/carer packs.

The principal pack and the survey officer pack each contain a master copy of the translated materials. For each language, there is the:

- letter to parents
- survey form
- follow-up letter to parents.

Photocopy the first two of these documents in relevant languages for the school, in sufficient numbers for the **families** identified during the pre-survey tasks. Plan for the time needed to complete this photocopying during the week before the survey week.

Add the translated material to the English language packs of those families. Do not include the follow-up letter at this time.

3. SURVEY WEEK

Distributing the survey (3 March 2008 or if applicable 10 March 2008)

Ensure that each **family** of students in the target group receives one English language parent/carer pack containing the set of survey materials. **Families** that have been identified as needing translated materials should be given either a translated language pack (if provided to the school) or a set of the appropriate translations, in addition to the English language parent/carer pack. Remember, the return envelope is in the parent/carer pack.

Remind students that the forms inside should be completed and brought back to the school by the end of the survey week in the return envelope provided inside the parent/carer pack and that the return envelope must be sealed.

Instructions for completing surveys

The school survey officer (co-ordinator) should be familiar with the detail of instructions given on the survey form. Emphasise these instructions to parents/carers in any pre-survey communication the school uses.

Parents/carers who do not read English or the translated languages

Some families may require translations in languages other than the 30 translations that have been provided. The school may help parents/carers to translate the survey form by:

- referring them to other parents/carers who speak that language and can read English: organising a meeting at school with such a person may be appropriate **or**
- arranging for an on-site interpreter, as below **or (in extreme circumstances)**
- contacting the telephone interpreter service, as below

Arranging for an on-site interpreter

It usually takes between three and five days to arrange an on-site interpreter, but can take up to ten days for some less common languages.

The following procedures apply:

- Complete an Interpreter Request Form, already in the school or available from the Multicultural Programs Unit (MPU), and have it signed by the school principal. One interpreter request form is needed for each request. One interpreter may interpret for more than one interview within the minimum time frame. One interpreter may also interpret in two languages. Fax the form to the MPU on (02) 9244 5381 to receive a Funding Approval Number. Write the Funding Approval Number on the Interpreter Request Form. Fax the Interpreter Request Form to the school's chosen service provider.
 - Community Relations commission (CRC) Language Services, fax 82556711 **or**
 - Department of Immigration & Citizenship (DIAC), Translation and Interpreting Services, fax 1300 654 151 **or**
 - Private service provider
- Bookings may be checked with service providers (optional) by phoning the CRC on 1300 651 500 or DIAC on 1300 655 082.
- After the interpreting assignment, send the interpreter's assignment slip to Multicultural Programs Unit, NSW Department of Education and Training, Locked Bag 53,

Darlinghurst NSW 2010. If using a private interpreter, send the invoice for payment to the same address.

Arranging for the telephone interpreter service

If the telephone interpreter service is needed:

- Group common languages that need an interpreter service. Where a number of **families** speak the same language a speaker phone system should be used rather than individual calls.
- Contact the Department of Immigration and Citizenship (DIAC) by telephone on 131 450 and ask for the language required, quoting Client Code C018294. Give a personal name and the name of the school from which the call is being made. The interpreter will ask for the assignment details and either telephone the client immediately or book an interpreter at the school's request. Please note it is not necessary to make a booking for most languages. Booking increases the cost dramatically and is discouraged. Telephone interpreting can be done with both parties at one location or at different locations.

Parents/carers with disabilities or reading difficulties

Some families may require assistance in completing the survey because of disabilities or reading difficulties. Schools may assist such families by arranging for a mutually agreed staff member or appropriate community member to confidentially assist the parent to complete the form. The staff member or appropriate community member is not to discuss the parent's responses with anyone else. In no circumstances is a survey form to be filled in without the parent present and giving assent to the responses.

Reminders to students

During the survey week, continue to remind students to bring back the sealed return envelopes. Impress on them again the importance of the survey.

Returns

When the sealed return envelopes are brought back to the school, check that the tear-off flap has been completed with the student's name before accepting the envelope. Remove the tear-off flap and mark the student's family name off the school's list of target **families**. Do not open the return envelopes.

Follow-up letters

Contact those **families** that have not returned the survey by 7 March 2008 or for Western Division schools, by 14 March 2008. Master copies of follow-up letters, in English and the 30 translated languages, are provided in the principal pack and the survey officer pack for photocopying.

Remember that the survey is voluntary, but do gently encourage all students and their families to return the completed surveys. Schools should aim for a 100 per cent return rate for the surveys. A low response rate may not accurately reflect the true socio-economic status of the school community.

4. RETURN OF SURVEY TO THE SCANNING COMPANY

All of the unopened envelopes containing completed survey forms should be bundled into a school package.

Packages are to be returned **using the mailing address sticker** provided in the principal pack and the survey officer pack by **Friday, 14 March 2008** or for Western Division schools, **by Thursday 20 March 2008**. Further details about the method of return will be included in the school package of materials.

Please note that the address sticker uses a specific contractor's address for this survey. This address should not be used for any other purpose, nor should packages be sent to any of the NSW Department of Education and Training's addresses. The address sticker incorporates a barcode for each school, so the scanning contractor can accurately track the progress of the school's return consignments.

Three copies of a fax return sheet will be included in both the principal pack and the survey officer pack. Complete the information on the fax return sheet, and fax the completed form to the numbers shown on the sheet.

It is important that this fax return sheet is sent to both numbers shown on the sheet, so that the despatch, progress and receipt of the school's envelopes can be tracked and monitored.

Any completed survey envelopes received after the due date should also be bundled and sent to the same address, using the additional mailing address stickers provided in the survey officer's pack.

A fax return sheet must be sent to both numbers each time completed survey forms are despatched.

Assistance

If you would like assistance or advice in applying these procedures in your school, please contact your local PSP consultant or partnership officer. If you believe these procedures do not cover a particular situation at your school, please contact the PSP Survey project officer by telephone on (02) 9244 5385 or facsimile on (02) 9244 5139.

5. SUMMARY TIMETABLE

<p><i>November 2007</i></p>	<ul style="list-style-type: none"> • Brief school staff on PSP survey function, importance and procedures. • Develop a school plan to generate maximum parent/carer, staff and student understanding of, interest in and co-operation with the survey. • As relevant, use information and tools available on the PSP website at www.psp.nsw.edu.au.
<p><i>November/ December 2007 and February 2008</i></p>	<ul style="list-style-type: none"> • Generate maximum parent/carer, staff and student understanding of, interest in and co-operation with the survey. • Develop lists of families within the specified target group, sorted by appropriate language groups.
<p><i>Fortnight of 4-18 February 2008 (arrival of survey materials)</i></p>	<ul style="list-style-type: none"> • Be prepared for the arrival of the school package(s) of materials. Plan procedures for and brief all school staff as to the importance of the delivery of materials. • Check the school package and ensure that all appropriate materials are included. • If any materials are missing, immediately advise the distribution company by fax, using the fax-back packing sheet included in the school package. If additional information is required, contact the Priority Schools and Equity Co-ordination Unit immediately on phone (02) 9244 5262. • If required, photocopy survey materials in languages other than English from the masters provided in the principal pack and survey officer pack. Note that schools with large numbers of Chinese, Arabic, Vietnamese or Tagalog speaking families will receive specific parent packs in these languages. Do not photocopy English language survey forms.
<p><i>Survey week 3-7 March 2008, or in Western Division schools 10-14 March 2008</i></p>	<ul style="list-style-type: none"> • Monday: Distribute survey materials to the target group families. Only one set of materials, plus appropriate translations, is to go to each family at this time. • Tuesday to Thursday: Collect returned survey forms in their sealed envelopes, with tear-off tags, from families. Remove tear-off tags from envelopes, showing names of students, and record return. Do not open envelopes. • Friday: Identify families that have not returned their survey forms. Photocopy follow-up letters in English and translated languages (masters provided in the principal pack and survey officer packs) as needed. Distribute follow-up letters to families that have not returned their survey forms.
<p><i>The week following survey week</i></p>	<ul style="list-style-type: none"> • Follow-up outstanding survey envelopes. This is a critical step in the school procedures. • Send a replacement set of materials to any family that has lost the original set.
<p><i>On the Friday of the week following survey week</i></p>	<ul style="list-style-type: none"> • Bundle all returned envelopes into a school package. Return the school package of survey envelopes using one of the address labels provided in the principal and survey officer packs. Follow the return processes exactly as described in the principal and survey officer packs • Send the fax return sheet, found in the principal and survey officer packs, to both the scanning company and the Priority Schools and Equity Co-ordination Unit (fax numbers as per the fax return sheet), to advise that a package has been despatched.
<p><i>After that</i></p>	<ul style="list-style-type: none"> • Continue to follow-up any outstanding survey envelopes. • Return any late survey forms received using the address labels in the principal's or survey officer packs. • Each time a package is returned, send another fax return sheet to both the scanning company and DET to advise that another package has been despatched.