

Caring Communities Program National Workshop, 14-15 May 2003 Evaluation and Feedback Report

The goals of the National Workshop were to bring together key stakeholders in the Caring Communities Program (CCP), to provide an opportunity to increase knowledge of the program and to foster and promote networks between the 37 projects that have been funded under the program.

This report evaluates the workshop based on the feedback received from attendees who completed the workshop evaluation form (see Appendix 1). Some questions required a selection from a set of alternatives while other questions invited a written response. Results from the former type of question are summarised below using bar charts to indicate the number of responses recorded for each of the possible categories. The written responses were grouped into categories defined by the main area(s) of concern mentioned in the response. Answers from some evaluation forms covered more than one category. The categories mentioned most frequently are presented and the number of times the responses were made is indicated in brackets.

Survey participants

The workshop was attended by 85 people. These participants represented all key stakeholders as shown in Table 1.

Table 1 Profile of participants

Participant Profile	# Participants
Project representatives	43
National Reference Group	7
Palliative Care Inter Governmental Forum	7
Expert Evaluation Advisory Group	3
National Evaluation Team	7
Department of Health & Ageing State/Territory Officers	9
Department of Health & Ageing Central Office	5
Palliative Care Australia	3
Other	1
TOTAL	85

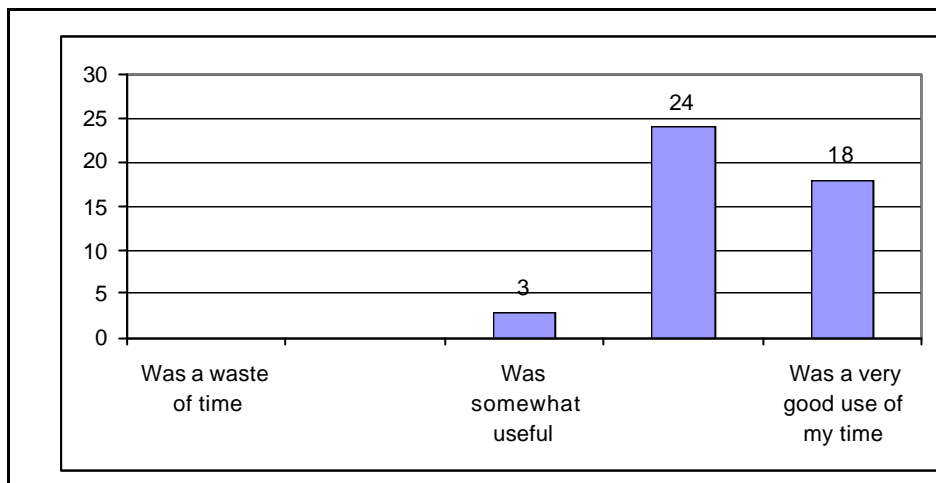
Of these 86 participants, 45 people (52%) completed the workshop evaluation form. The profile of these respondents is shown in Table 2.

Table 2 Profile of those people who completed an evaluation form

Profile	# Completed Evaluation Form
Project representatives	24
Government and/or other representatives	10
Anonymous	11
TOTAL	45

Question 1. Overall, was the workshop a worthwhile use of your time?

Figure 1 Results from Question1



As shown in Figure 1, 42 of 45 respondents (93%) thought the workshop was a good to very good use of their time.

Comments

All comments from the workshop were grouped into categories. The most frequent are presented below. The number of times the response was made is indicated in brackets.

- The workshop provided a good opportunity to network with other people from similar projects (15)
- The workshop provided a good understanding of project management and evaluation (6)
- The workshop set a clear overview of the Caring Communities Program (4)
- The workshop was well organised and presented (4)
- The workshop clarified issues relating to the project (4)

Two comments made typified the response to the question:

"Well organised and a unique opportunity for networking and sharing information. By the close of the workshop I felt less confused and well supported"

"A good launching pad for the project. Made me focus on the need to set clear objectives from the very beginning"

Question 2. Overall, what were the strengths and weaknesses of the workshop?

Strengths

- An opportunity for networking (35)
- Provision of a clear overview of the Caring Communities Program (14)
- A clear explanation of the evaluation framework (12)
- The contribution of the national evaluation team (11)

- The support that was available (10)
- The organisation and facilitation (10)

A typical comment made was:

"The workshop provided an opportunity for networking both with other project providers and with the Commonwealth and States, it clearly explained the evaluation framework, and made clear what the 'big picture' underpinning the Caring Communities Program is"

Weaknesses

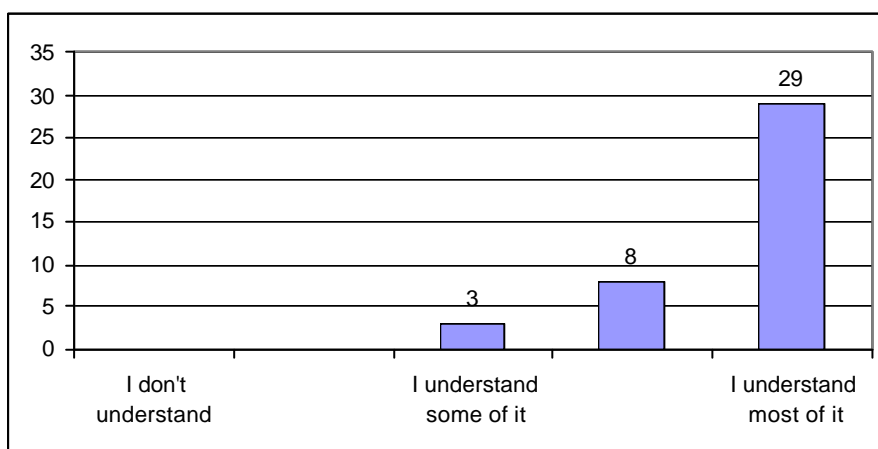
- The venue and/or accommodation (8)
- Inactive times during breakout groups (8)
- Too much emphasis on evaluation (6)
- Evaluation tools and their times of availability were not provided (5)

A typical comment made was:

"Venue-very poor. Far too much discussion around project and national evaluation- those roles should have been more clearly defined in the outset"

Question 3. I gained a general understanding of how my project fits in with the National Palliative Care Program and the Caring Communities Program

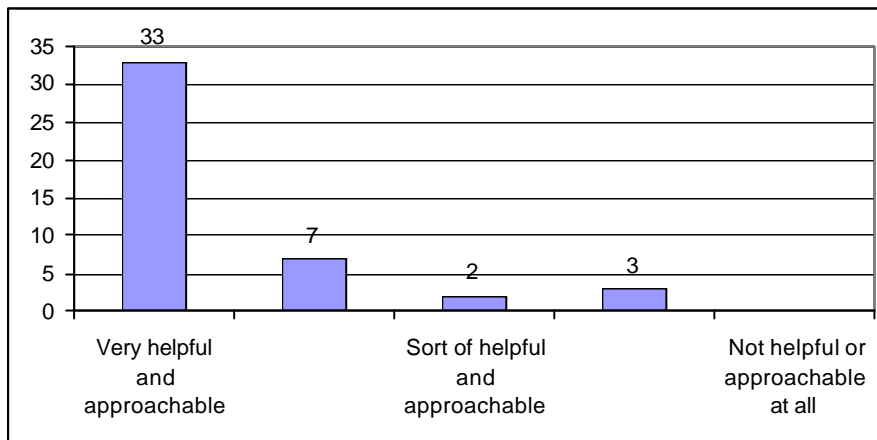
Figure 2 Results from Question 3



There were 40 responses to this item. Five participants were unable to respond to this item as they were not involved in any project. As shown in Figure 2, 37 out of the 40 respondents (93%) had a good understanding of how their project fits in with the National Palliative Care Program and the Caring Communities Program, while 3 respondents (7%) indicated that they had some understanding.

Question 4. I found the organisers and presenters to be

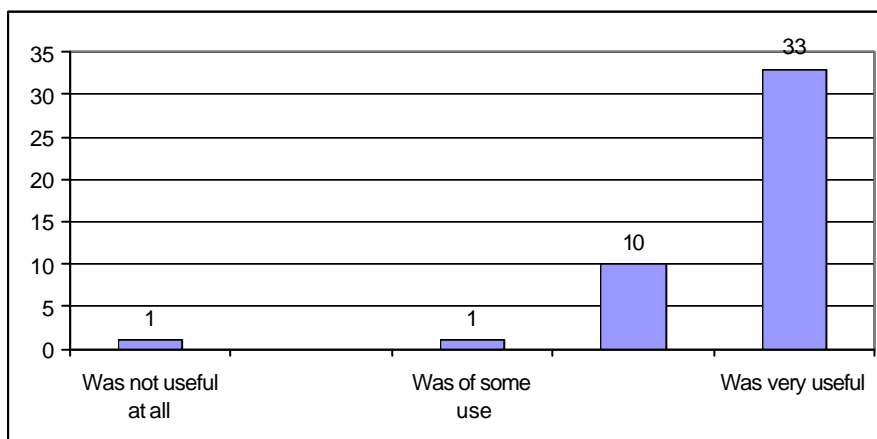
Figure 3 Results from Question 4



As shown in Figure 3, 89% of respondents found the organisers and presenters to be helpful and approachable to very helpful and approachable.

Question 5. The networking and collaboration with other projects

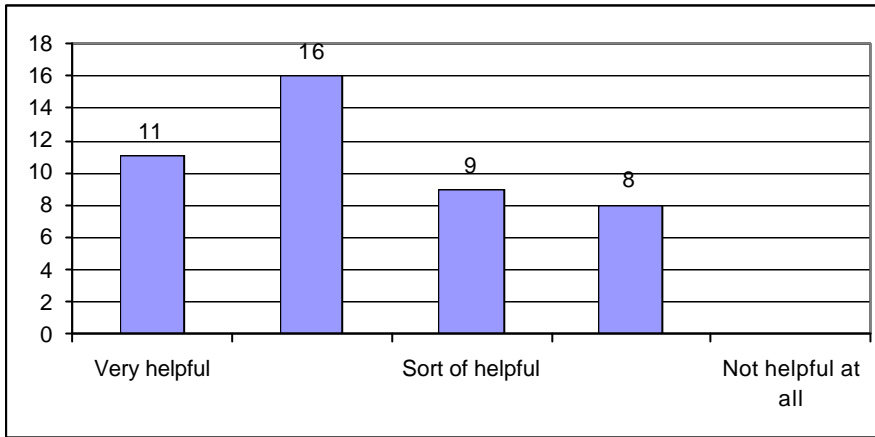
Figure 4 Results from Question 5



In total, 33 of the 45 respondents (73%) found the networking and collaboration with other projects to be very useful. A further 11 (24%) found it useful or of some use. One respondent did not find the networking and collaboration with other projects to be useful.

Question 6. I found the breakout sessions to be:

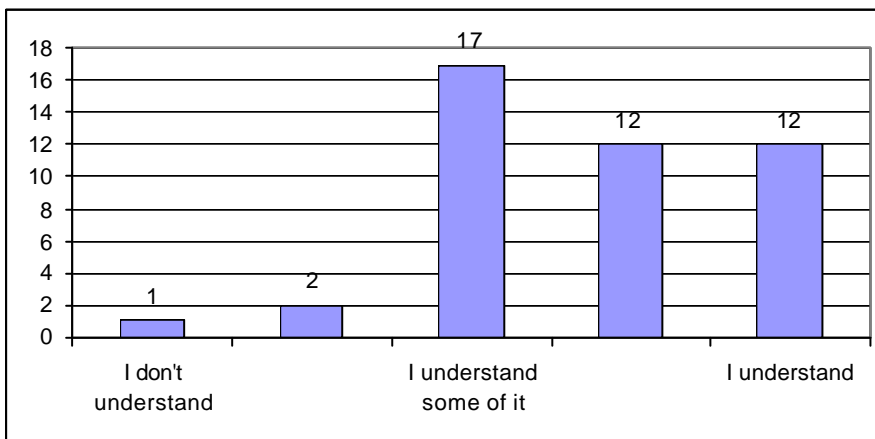
Figure 5 Results from Question 6



As shown in Figure 5, the 44 respondents to this question had mixed views on the break-out sessions. One participant chose not to respond to this question. Twenty seven (61%) found the break-out sessions to be helpful or very helpful while 17 (39%) found them to be of only limited value.

Question 7. I understand the reporting cycle and when and how the reports have to be produced

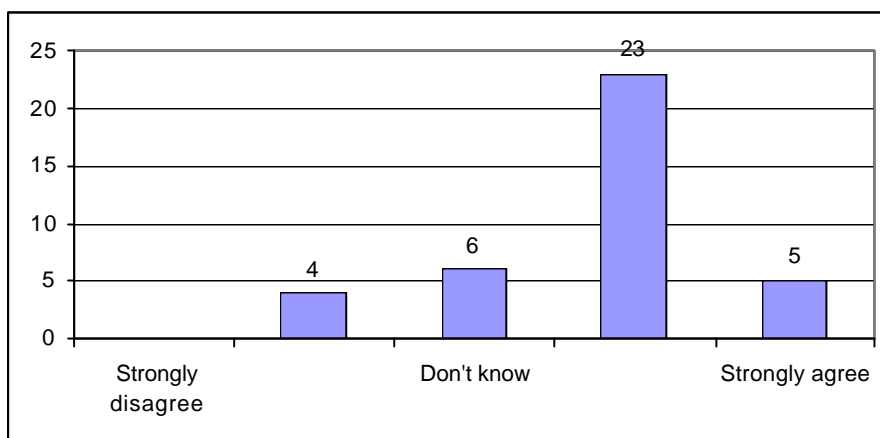
Figure 6 Results from Question 7



One participant did not respond to Question 7. For the remaining 44 respondents, 24 (55%) had a good level of understanding, 17 (39%) had some understanding, while 3 (7%) had little or no understanding of the reporting cycle and requirements. These results suggest that further clarity is required on reporting requirements.

Question 8. I have a clear idea of how my project can be evaluated

Figure 7 Results from Question 8



There were 39 responses to this question with 7 respondents either not responding or indicating that they are not involved in any project. Of the 39 responses, 28 (72%) indicated that they have a clear idea of how their project would be evaluated, while 10 (26%) did not. This result will need to be acted on by the National Evaluation Team.

Question 9. Do you see any value in holding future workshops?

Figure 8 Results from Question 9

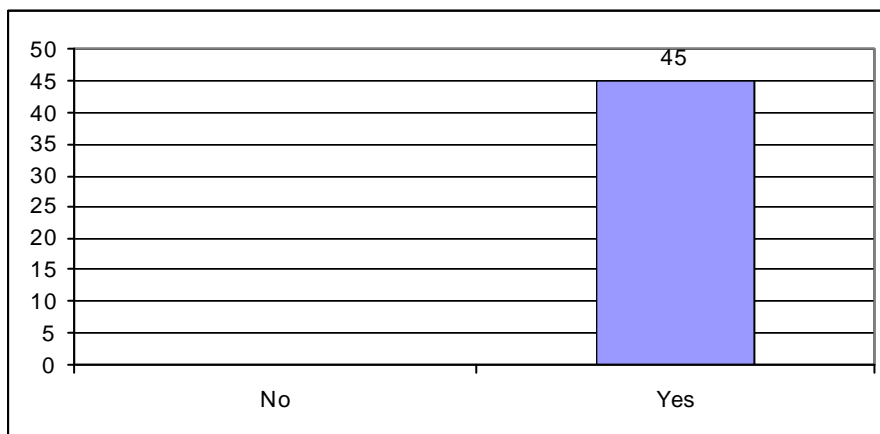


Figure 8 highlights that all respondents saw value in holding future workshops.

When should another workshop be held

- When all of the Caring Communities Projects are complete (18)
- In 12 months time (14)
- At mid-program stage (4)
- Annually (3)
- In 12-18 months time (3)

What should be the focus of the workshop?

- That project teams should meet together to discuss their project's progress, their insights, outcomes and recommendations (17)
- That project teams should meet together to discuss future decisions and lessons learned (8)
- That project teams should meet together to discuss the barriers and difficulties they are facing or have faced (6)
- Project teams should present their findings in a 10-15 minute presentation (4)
- A workshop to meet for further networking (4)

Question 10. Further comments?

Of the 45 respondents, 33 respondents provided further comment. Due to the variety of these comments they could not be categorised into a specific group although they could be divided into positive (27) and negative (6).

Negative responses were typified by the following quote:

"Accommodation was poor. This aspect needs to be better organised."

The following positive responses reflect the broader range of comments made:

"Thankyou for the opportunity to demonstrate collaborative practices in Health Care from a macro perspective. The workshop facilitation was real, down to earth, practical and a pleasure to be amongst such vibrant and committed people with common vision"

"It was well organised, informative and stimulating. The workshop has considerably built up my enthusiasm and motivation"

"Congratulations on a well thought out and thorough workshop. Communicate this model to other nationally funded projects"

Summary

Participant feedback suggested that the goals of the workshop were largely achieved. The significant majority of respondents indicated that the workshop was a valuable use of their time, that they had learned something useful and that they appreciated the opportunity for networking and collaboration. That all respondents indicated that they thought that another workshop should be convened is a further indication of the success of this workshop. The evaluation findings suggest three issues for follow up action from this first National CCP Workshop:

- Further clarification on the reporting cycle and requirements;
- Assistance to CCP projects in the design of their evaluation; and
- A second national CCP workshop later in the life of the program.

Appendix 1 - Caring Communities Program National Workshop Evaluation/Feedback Sheet

We are interested in your opinion regarding the workshop over the last couple of days. This information will provide the Commonwealth and the evaluation team with a clearer understanding of how we can meet individual projects' needs.

About the person completing this form:

Project Title: _____ Name: _____

1. Overall, was the workshop a worthwhile use of your time?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was a waste of time		Was somewhat useful	Was a very good use of my time	

Comments:

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2. Overall, what were the strengths and weaknesses of the workshop?

Strengths:

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Weaknesses:

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Please tick the box that best indicates how you feel:

3. I gained a general understanding of how my project fits in with the National Palliative Care Program and the Caring Communities Program

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't understand		I understand some of it		I understand most of it

4. I found the organisers and presenters to be:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very helpful and approachable		Sort of helpful and approachable	Not helpful or approachable at all	

5. The networking and collaboration with other projects was useful

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was not Useful at all	Was of some use		Was very useful	

6. I found the breakout sessions to be:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very helpful	Sort of helpful		Not helpful at all	

7. I understand the reporting cycle and when and how the reports have to be produced

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't understand	I understand some of it		I understand	

8. I have a clear idea of how my project can be evaluated:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly disagree	Don't know		Strongly agree	

9. Do you see any value in holding future workshops?

Yes No

If 'Yes' when should another workshop be held and what should be the focus of this workshop?

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10. Further comments?

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