Author: Agnieszka Kleparska, Service Coordination and Integration Project Manager, HealthWest

Acknowledgments: with thanks to Victoria University, Western Health, Macedon Ranges and Western Melbourne Medicare Local and South Western Melbourne Medicare Local.

This project is supported by funding from the Victorian Department of Health.
## CONTENTS

**EXECUTIVE SUMMARY** .......................................................................................................................... 4  
1. **PROJECT OUTLINE** ................................................................................................................................. 6  
   1.1 **BACKGROUND** .................................................................................................................................. 6  
   1.2 **PROJECT GOAL** ................................................................................................................................. 6  
   1.3 **PROJECT OBJECTIVES** .................................................................................................................... 6  
   1.4 **PROJECT ACTIVITIES** ....................................................................................................................... 6  
2. **EVALUATION METHODOLOGY** .................................................................................................................. 7  
   2.1 **PROGRAM LOGIC** ............................................................................................................................ 8  
   2.2 **KEY EVALUATION QUESTIONS, INDICATORS AND DATA COLLECTION METHODS** ................... 9  
3. **EVALUATION RESULTS** ............................................................................................................................. 11  
   3.1 **COURSE REACH** ................................................................................................................................ 11  
   3.2 **COURSE QUALITY** .............................................................................................................................. 12  
   3.3 **COURSE SATISFACTION** .................................................................................................................... 16  
   3.4 **COURSE IMPLEMENTATION** ............................................................................................................... 18  
   3.5 **COURSE SUSTAINABILITY** ................................................................................................................ 19  
**SUMMARY** .................................................................................................................................................. 19  
APPENDIX 1 .................................................................................................................................................. 20  
APPENDIX 2 .................................................................................................................................................. 26  
APPENDIX 3 .................................................................................................................................................. 31
EXECUTIVE SUMMARY

A sustainable, skilled and knowledgeable workforce is a critical driver to implementing service coordination practice across Victoria.

HealthWest was successful in obtaining funding from the Department of Health to support health and community workers in the west to obtain a competency in Service Coordination.

HealthWest formed a partnership with Victoria University, Western Health, Macedon Ranges and North Western Melbourne Medicare Local and South West Melbourne Medicare Local to deliver the Course in Service Coordination to a range of staff in health and community services in the west. This three day course was delivered over three months (one day per month) from March – May 2014. It was delivered by experienced trainers from Victoria University and Western Health.

In total, 43 trainees registered to participate in the Course in Service Coordination in the west and 90% (39) of trainees completed the course. A diverse group of trainees participated. The trainee group was representative of a number of different health and community sectors, and included individuals with varied depth and breadth of experience in service coordination.

One of the project outcomes was a significant increase in trainees’ skills and knowledge of Service Coordination principles and elements. The course also resulted in increased level of participants’ confidence in advocating for improvements to individual organisations’ Service Coordination system. Furthermore 86% of the trainees stated that they made new connections with other agencies as a result of their participation in the course.

The following recommendations are made for any future Service Coordination Courses in the west:

- The current Course in Service Coordination should be offered to a wide range of agencies and sectors to promote multidisciplinary and multisectoral collaboration.
- The current Course in Service Coordination should continue to be offered as an induction course for people with little and/or no experience in service coordination.
- It is recommended that an advanced Course in Service Coordination be developed for those people with an advanced understanding of service coordination.
- In the future the Course in Service Coordination could be delivered at a faster pace and over two days.
- The Course in Service Coordination should continue to be offered using a mixed mode of delivery, with trainees required to complete both the Victorian Department of Health’s Online Service Coordination and SCTT Tools Learning Modules and to attend a number of face-to-face training sessions.
- The assessment criteria should be explicitly communicated to the trainees.
- Access to computers should be provided to enable the trainees to practise using SCTT Tools and the eReferral platform/s.
- It is recommended that in the future the following processes are introduced to ensure the quality of the content and materials, appropriately skilled trainers and more alignment between the sites:
  - Thorough planning
  - Clear definition of roles
  - Briefing instructions for the trainers
  - Planned communication between the trainers
- It is recommended that in the future Registered Training Organisations are responsible for registrations and communication with participants.
- The unit of competency “VU20782: Contribute to effective service coordination” be included as an elective in any relevant courses provided by the Victoria University such as Certificate IV in Disability and Certificate IV in Home and Community Care.
- The unit of competency “VU20782: Contribute to effective service coordination” be offered as an elective to the students participating in the Victoria University Interprofessional Health Clinic in Werribee.
- Further funding be sought in order to offer additional Course places for the health and community workers in the west at no cost or a discounted rate.
- Develop train-the-trainer component of the course to ensure sustainability within individual agencies.
- Target sectors new to the Service Coordination such as mental health, alcohol and other drugs, ethnic organisations, family services and disability services.
1. PROJECT OUTLINE

1.1 BACKGROUND

A sustainable, skilled and knowledgeable workforce is a critical driver to implementing service coordination practice across Victoria.

The Course in Service Coordination (22191VIC) is a state accredited unit and is available for Registered Training Organisations (RTOs) to include in their scope of registration. The course elements and performance criteria align with the PCP Victorian Service Coordination Practice Manual.

HealthWest was successful in obtaining funding from the Department of Health to support health and community workers in the west to obtain a competency in Service Coordination.

1.2 PROJECT GOAL

To build stronger partnerships between health and community organisations and improve Service Coordination in the west.

1.3 PROJECT OBJECTIVES

- To support health and community workers in the west to obtain a competency in Service Coordination.
- To provide opportunities to improve communication and Service Coordination practice within HealthWest member agencies.
- To provide networking opportunities for HealthWest member agencies.

1.4 PROJECT ACTIVITIES

HealthWest formed a partnership with Victoria University, Western Health, Macedon Ranges and North Western Melbourne Medicare Local and South West Melbourne Medicare Local to deliver the Course in Service Coordination to a range of staff in health and community services in the west. This three day course was delivered over three months (one day per month) from March – May 2014. It was delivered by experienced trainers from Victoria University and Western Health.

The course was delivered in two locations:

- HealthWest office in West Footscray for people predominantly working in the Inner Mid West (Footscray, Sunshine, Melton)
- Western Health Sunshine Learning Centre in St Albans for people predominantly working in the South West (Wyndham, Hobsons Bay)

The course included the following elements:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual classroom workshops</td>
<td>3 x 6.5hrs = 19.5hrs</td>
</tr>
<tr>
<td>Service Coordination Online Learning Module</td>
<td>2hrs</td>
</tr>
<tr>
<td>SCTT Tools Online Learning Module</td>
<td>1hr</td>
</tr>
<tr>
<td>Other assessment activities</td>
<td>15hrs</td>
</tr>
<tr>
<td>TOTAL</td>
<td>40hrs</td>
</tr>
</tbody>
</table>
The Planning and Evaluation Working Group was established to plan the course and inform the evaluation process.

The course objectives were to support the participants in being able to:
- articulate the objectives of service coordination
- conduct an initial contact interaction
- process referrals to and from other services
- determine initial consumer needs
- conduct an assessment of the consumer
- develop a shared care plan with relevant service providers

The course supported participants in the development of skills to enable them to:
- research existing service coordination models
- communicate information to stakeholders verbally and in writing
- evaluate the effectiveness of service coordination
- contribute to the implementation of service coordination
- develop risk management strategies
- determine the training needs for effective operation of service coordination
- utilise the Service Coordination Tool Templates
- apply their agency’s service guidelines
- use the e-referral platform

Participants also extended their knowledge of:
- the range of service providers in the Victorian health system
- the role of service coordination models
- the equipment and resources necessary for effective service coordination
- the Service Coordination Tool Templates
- the Human Services Directory
- legislation and regulations pertaining to services
- agency policies, procedures and constraints
- OHS principles and practices
- risk management

2. EVALUATION METHODOLOGY

The purpose of the evaluation is:
- To evaluate the outcomes of the Course in Service Coordination
- To plan for sustainability of the Course in Service Coordination and make recommendations
- To assess the extent to which the Course in Service Coordination has been implemented as planned

Evaluation resources
- Pre and post survey
- Attendance records
- Registration
- Participants feedback after each training session
- Results of the assessments
- Interviews with participants
- Victoria University documentation
2.1 PROGRAM LOGIC

INPUTS
- Staff
- Money
- Materials
- Technology
- Partners
- Time

ACTIVITIES
- Course in Service Coordination delivery
- Agency support for participants
- PCP support and course promotion

OUTCOMES

Short Term
- Participants obtain qualification in Service Coordination (SC)
- Participants increase their skills and knowledge of SC principles and practices
- The course provides networking opportunities

Medium Term
- Participants are better equipped to provide a more consistent standardised approach to SC
- New opportunities to improve communication and SC practice will arise within HW member agencies
- Participants have increased confidence and motivation in advocating for system change to facilitate standard SC practice
- Increased in member agencies including the Course in SC as part of induction process for new staff
- New partnership opportunities

Long Term
- Established SC training in the west
- Consistent and documented standards within member agencies to identify consumer needs, make appropriate referrals, provide feedback and coordinate care
- Seamless integrated approach
- Improved consumer outcomes:
  - improved access
  - easy to navigate services
  - secure transfer of client information
  - less duplication
  - opportunities for early intervention and health promotion
### 2.2 Key Evaluation Questions, Indicators and Data Collection Methods

<table>
<thead>
<tr>
<th>PROCESS</th>
<th>Question</th>
<th>INDICATOR</th>
<th>DATA COLLECTION METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REACH</strong></td>
<td>How many participants completed the <em>Course in Service Coordination</em>?</td>
<td># of people attending each session</td>
<td>Attendance records</td>
</tr>
<tr>
<td></td>
<td>How many participants didn’t <em>complete the Course in Service Coordination</em>?</td>
<td># of people who withdrew</td>
<td>Attendance records</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of people who commenced &amp; did not complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>To what extent where the participants engaged throughout the course?</td>
<td># of people taking part in online activities- Forum; chat groups</td>
<td>Online data; survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td># of people in activities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>What were the characteristics of the participants of the course?</td>
<td>Age, sex, role, qualifications, Cultural background</td>
<td>Registration, survey</td>
</tr>
<tr>
<td></td>
<td>Age, qualifications, role etc</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>QUALITY</strong></td>
<td>To what extent has the <em>Course in Service Coordination</em> increased the participant’s knowledge and skills in Service Coordination principles and practices?</td>
<td>% change in knowledge &amp; skills from baseline</td>
<td>Survey/interviews with participants</td>
</tr>
<tr>
<td></td>
<td>To what extent has the participant become more confident in advocating for system change to facilitate for standard SC practice within their organisation?</td>
<td>% change in confidence since baseline, follow-up</td>
<td>Survey/interview- pre and post course</td>
</tr>
<tr>
<td></td>
<td>To what extent were participants able to share their experiences, challenges and successes during the course?</td>
<td>Views of participants</td>
<td>Interview/survey; observation</td>
</tr>
<tr>
<td></td>
<td>Views of Facilitator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To what extent has participating in the course provided opportunities for networking with other agencies?-existing/new</td>
<td># of connections made with other agencies</td>
<td>Interviews/ survey with participants</td>
</tr>
<tr>
<td></td>
<td>Views of participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>To what extent have participants used the knowledge they have gained in the <em>Course</em> to improve practices within their organisation?</td>
<td># of identified improvements to practice (post-course &amp; follow-up)</td>
<td>Interview/survey with participants/ managers post course</td>
</tr>
<tr>
<td></td>
<td>Views of participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Did the participants of the course in SC have an appropriate mix of qualifications/expertise?</td>
<td>Qualifications/experience of participants</td>
<td>Registration forms</td>
</tr>
<tr>
<td></td>
<td>Views of participants</td>
<td></td>
<td>Survey/interviews</td>
</tr>
<tr>
<td></td>
<td>What were the barriers identified by participants to the CISC?</td>
<td># of barriers identified</td>
<td>Survey/ interviews with</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What were the barriers identified by the RTO- CISC?</td>
<td># of barriers identified</td>
<td>Interviews with Victoria University and Western Health staff</td>
<td></td>
</tr>
<tr>
<td>SATISFACTION</td>
<td>To what extent were the participants satisfied with the course content? Was the course pitched at the right level for participants?</td>
<td># of participants satisfied</td>
<td>Survey/interviews with participants</td>
</tr>
<tr>
<td></td>
<td># of participants not satisfied</td>
<td>Survey/interviews participants</td>
<td></td>
</tr>
<tr>
<td>To what extent were participants satisfied with the course delivery/venue?</td>
<td># of participants satisfied</td>
<td>Survey/interviews with participants</td>
<td></td>
</tr>
<tr>
<td>To what extent were the participants satisfied with the course contact hours, contact with tutors etc</td>
<td># of participants satisfied</td>
<td>Survey/interviews participants</td>
<td></td>
</tr>
<tr>
<td># of participants not satisfied</td>
<td>Survey/interviews participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What aspects of the Course could be improved?</td>
<td># of identified improvements</td>
<td>Survey/interview participants/ Victoria University and Western Health staff</td>
<td></td>
</tr>
<tr>
<td>IMPLEMENTATION</td>
<td>To what extent was the CISC implemented as planned?</td>
<td>Comparison of course plan with actual</td>
<td>Survey/interviews/course notes</td>
</tr>
<tr>
<td>To what extent was the course delivery consistent between the sites?</td>
<td>Comparison of course content</td>
<td>Course notes</td>
<td></td>
</tr>
<tr>
<td>To what extent have the objectives of the project been achieved?</td>
<td># of objectives achieved</td>
<td>Survey/interview</td>
<td></td>
</tr>
<tr>
<td>To what extent are participant’s agencies ready to implement SC principles and practices?</td>
<td># of org. Identified as ready</td>
<td>Interviews with managers; interview/survey participants</td>
<td></td>
</tr>
<tr>
<td># of org. Identified as not ready</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUSTAINABILITY</td>
<td>To what extent is the project sustainable?</td>
<td># of agencies identifying future courses</td>
<td>Interviews with stakeholders</td>
</tr>
<tr>
<td>Should the program be continued or developed further?</td>
<td># of QI arrangements identified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How can the operation of the program be improved in the future?</td>
<td># &amp; type of resources identified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What performance monitoring and continuous quality improvement arrangements should be maintained into the future?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will additional resources be required to continue or further develop the program?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. EVALUATION RESULTS

The Course in Service Coordination (22191VIC) was delivered over three months (one day per month) in the period of March to May 2014 at HealthWest Partnership and Western Health. The first part of the evaluation project for the Service Coordination course in the west was conducted throughout the delivery period and is planned to continue three months after the final training session.

The evaluation process included the following:

- Pre-course survey
- Survey after each workshop exploring the overall satisfaction with the workshop and trainers, content understanding and learnings, the practical application of the learnings, the most useful part of the workshop and suggestions for improvements (see Appendix 1 and 2 for full evaluation report)
- Final survey after the last workshop exploring the overall satisfaction level and change in knowledge as a result of the participation in the course (see Appendix 3 for full evaluation report)
- Post course survey and interviews with participants three months after the course completion

3.1 COURSE REACH

In total, 43 trainees registered to participate in the Course in Service Coordination in the west and 90% (39) of trainees completed the course.

A diverse group of trainees participated. The trainee group was representative of a number of different health and community sectors, and included individuals with varied depth and breadth of experience in service coordination. The majority of the trainees came from hospitals (11), local governments (9) and community health organisations (8). The roles of trainees varied with the majority working as Mental Health Clinicians (7), Aboriginal Health Workers (5), Care Coordinators (4) and Nursing staff (4). See Figure 1 and 2 for more details.

Figure 1: Agency type
3.2 COURSE QUALITY

One of the project outcomes was to increase trainees’ skills and knowledge of Service Coordination principles and elements. A pre and post course survey was conducted to measure the change in trainees’ knowledge as a result of the course participation. 72% participants completed the pre-course survey and the same percentage took part in the post-course evaluation survey. Figures 3 and 4 below demonstrate a significant change in trainees’ knowledge regarding the Service Coordination principles. Figures 5 and 6 illustrate significant improvement in participants; knowledge regarding the Service Coordination elements.
Figure 3: Knowledge of Service Coordination principles prior to the course

Figure 4: Knowledge of Service Coordination principles after completing the course
In addition the trainees were asked to state their level of confidence in advocating for improvements to individual organisations’ Service Coordination system. Figures 7 and 8 demonstrate a significant shift in participants’ confidence. Before the course 55% of respondents stated they were confident or very confident in advocating for Service Coordination improvements in their agencies and 10% felt they had no confidence. After the course completion 93% trainees identified as confident and very confident in advocating for improvements in Service Coordination within their agencies.
Furthermore 86% of the trainees stated that they made new connections with other agencies as a result of their participation in the course.

**Figure 7: Confidence in advocating for improvements to individual organisations Service coordination system before the course**

![Confidence in advocating for improvements to individual organisations Service coordination system before the course](image)

**Figure 8: Confidence in advocating for improvements to individual organisations Service coordination system before the course**

![Confidence in advocating for improvements to individual organisations Service coordination system after completing the course](image)

After each workshop the trainees were also asked to identify ways they can apply what they have learned during the course, in their job. The following key themes relating to the actions resulting from the course were distilled from the participants’ responses:
• Reviewing, updating and/or implementing the Service Coordination Tool Templates (SCTT)
• Applying Service Coordination principles especially around person centered care
• Reviewing and improving internal Service Coordination practices and processes
• Sharing the course learnings with team members
• Implementing shared care planning processes and using the SCTT Tools 2012 *Shared Support Plan* template
• Organising and participating in case conferencing
• Using a more collaborative approach while working with other agencies

### 3.3 COURSE SATISFACTION

In the post course evaluation survey the trainees were asked to rate their overall experience of the Course in Service Coordination. See Figure 9 for more details.

**Figure 9: Overall experience of the Course in Service Coordination**

In addition, after each workshop the trainees were asked to identify what was the most valuable part of the course. The participants found the below aspects of the course the most useful:

• Sharing knowledge and experience with other participants
• Small group discussions
• Networking opportunities
• Practical examples and case studies
• Knowledgeable and engaging trainers
• Interactive activities
• Learning about Service Coordination principles and tools
• Resources
• Information on eReferral
The participants were also asked to make recommendations regarding the improvements that could be made. Below is a summary of the course improvements suggested by the trainees:

- Faster pace
- Shorter sessions
- Optional days for more advanced participants
- Course pitched at different levels e.g. beginners and more advanced
- More comprehensive information and explanation regarding assessment tasks and processes
- Access to computers to enable practising using SCTT Tools and eReferral
- More information about available services
- Provision of lunch and morning tea

### RECOMMENDATIONS REGARDING THE COURSE SATISFACTION

- The current Course in Service Coordination should continue to be offered as an induction course for people with little and/or no experience in service coordination.
- It is recommended that an advanced Course in Service Coordination be developed for those people with an advanced understanding of service coordination.
- In the future the Course in Service Coordination could be delivered at a faster pace and over two days.
- The Course in Service Coordination should continue to be offered using a mixed mode of delivery, with trainees required to complete both the Victorian Department of Health's Online Service Coordination and SCTT Tools Learning Modules and to attend a number of face-to-face training sessions.
- The assessment criteria should be explicitly communicated to the trainees.
- Access to computers should be provided to enable the trainees to practise using SCTT Tools and the eReferral platform/s.
The Course in Service Coordination in the West was implemented as planned.

The Planning and Evaluation Working Group was established comprising of representatives from HealthWest Partnership, Macedon Ranges and Western Melbourne Medicare Local, South Western Melbourne Medicare Local, Victoria University and Western Health. The purpose of the group was to plan the course and inform the evaluation process. Roles and responsibilities of the partners are outlined in the table below:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Roles and responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria University</td>
<td>• Customisation of the materials</td>
</tr>
<tr>
<td></td>
<td>• Liaison with Western Health to coordinate course planning and delivery</td>
</tr>
<tr>
<td></td>
<td>• Planning and evaluation working group member</td>
</tr>
<tr>
<td></td>
<td>• Scope of registration carrier</td>
</tr>
<tr>
<td></td>
<td>• Enrolments and issue of a Victoria University Statement of Attainment on the course completion</td>
</tr>
<tr>
<td>Western Health</td>
<td>• Customisation of the materials</td>
</tr>
<tr>
<td></td>
<td>• Liaison with Victoria University to coordinate course planning and delivery</td>
</tr>
<tr>
<td></td>
<td>• Planning and evaluation working group member</td>
</tr>
<tr>
<td></td>
<td>• Recruitment of public sector participants</td>
</tr>
<tr>
<td>Macedon Ranges and North Western Melbourne Medicare Local</td>
<td>• Recruitment of private sector participants</td>
</tr>
<tr>
<td></td>
<td>• Course promotion</td>
</tr>
<tr>
<td></td>
<td>• Venue provider</td>
</tr>
<tr>
<td></td>
<td>• Planning and evaluation working group member</td>
</tr>
<tr>
<td>South West Melbourne Medicare Local</td>
<td>• Recruitment of private sector participants</td>
</tr>
<tr>
<td></td>
<td>• Course promotion</td>
</tr>
<tr>
<td></td>
<td>• Planning and evaluation working group member</td>
</tr>
<tr>
<td>Health West</td>
<td>• Fund holder</td>
</tr>
<tr>
<td></td>
<td>• Leading the planning and evaluation working group</td>
</tr>
<tr>
<td></td>
<td>• Recruitment of public sector participants</td>
</tr>
<tr>
<td></td>
<td>• Customisation of the materials</td>
</tr>
<tr>
<td></td>
<td>• Initial registration and communication with participants</td>
</tr>
<tr>
<td></td>
<td>• Course promotion</td>
</tr>
<tr>
<td></td>
<td>• Evaluation</td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS REGARDING THE COURSE IMPLEMENTATION**

- It is recommended that in the future the following processes are introduced to ensure the quality of the content and materials, appropriately skilled trainers and more alignment between the sites:
  - Thorough planning
  - Clear definition of roles
  - Briefing instructions for the trainers
  - Planned communication between the trainers

- It is recommended that in the future Registered Training Organisations are responsible for registrations and communication with participants.
3.5 COURSE SUSTAINABILITY

To ensure course sustainability the following recommendations are made:

RECOMMENDATIONS REGARDING THE COURSE SUSTAINABILITY

- The unit of competency “VU20782: Contribute to effective service coordination” be included as an elective in any relevant courses provided by the Victoria University such as Certificate IV in Disability and Certificate IV in Home and Community Care.
- The unit of competency “VU20782: Contribute to effective service coordination” be offered as an elective to the students participating in the Victoria University Interprofessional Health Clinic in Werribee.
- Further funding be sought in order to offer additional Course places for the health and community workers in the west at no cost or a discounted rate.
- Develop train-the-trainer component of the course to ensure sustainability within individual agencies.
- Target sectors new to the Service Coordination such as mental health, alcohol and other drugs, ethnic organisations, family services and disability services.

SUMMARY

In summary, the project successfully met its purpose and objectives. One of the project outcomes was a significant increase in trainees’ skills and knowledge of Service Coordination principles and elements. The course also resulted in increased level of participants’ confidence in advocating for improvements to individual organisations’ Service Coordination system. Furthermore 86% of the trainees stated that they made new connections with other agencies as a result of their participation in the course.

Considering the above positive outcomes it is recommended that the Course in Service Coordination should continue to be offered with all the suggested improvements to the health and community workers in the west and as an elective in any relevant courses provided by the Victoria University.
APPENDIX 1

Evaluation summary
Course in Service Coordination Workshop 1

1. Please comment on your satisfaction with the Course in Service Coordination (Day One):

Please comment on your satisfaction with the Course in Service Coordination (Day One):

- The course was pitched at my level and experience
- I am extremely satisfied with the first day of the course
- I would recommend the Course in Service Coordination to others
- I had an opportunity to network with the other participants
- There was plenty of opportunity to share experiences, challenges and successes with the course participants
- The training met my professional expectations

[Bar chart with responses ranging from Strongly Disagree to Strongly Agree]
2. Please rate the following statements regarding the trainer

Please rate the following statements regarding the trainer

- I would recommend the trainer(s) to others.
- The trainer(s) provided adequate time for questions and discussion.
- The trainer(s) met the training objectives.
- The trainer(s) encouraged participation and interaction throughout the training.
- The trainer(s) used appropriate and engaging training methods.
- The trainer(s) delivered the content at a satisfactory pace.
- The training objectives for the training session were identified and followed.
- The quality of instruction was good.
- The trainer(s) was knowledgeable on the content.
3. Please rate the following statements regarding content understanding and learning

Please rate the following statements regarding content understanding and learning

- My understanding of different models of service coordination was improved.
- My understanding of the need for consistency in practices across service providers/agencies working within a Service Coordination context was improved.
- My understanding of the importance of protecting consumer information within a Service Coordination context was improved.
- My understanding of the 'duty of care' requirements within a Service Coordination context was improved.
- My skills/capacity in the use of the tools and resources available to support service coordination has been improved.
- My understanding of the tools and resources available to support Service Coordination was improved.
- My understanding of the important role partnerships and collaborations play in the provision of effective Service Coordination was improved.
- My understanding of the contribution that a person-centred approach can make to Service Coordination was improved.
- My understanding of the Primary Care Partnerships was improved.
- My understanding of the principles and elements of Service Coordination was improved.
- My understanding of the meaning of Service Coordination was improved.
4. Please give an example of how you will apply what you’ve learnt today in your job
   • Ideas from other organisations on how they manage IC and INI processes and how we can learn from this
   • I have greater understanding of the SCTT tool – despite having years of experience with it
   • I will update all SCTT templates at work; we are still using the 2009 version
   • Provide team members with what I have learnt; continue to use SCTT
   • This session has helped identify some audits that can be shared with our practitioners to improve their engagement or at least introducing any templates the professionals may not be familiar with
   • Apply a more person centred approach – ensure I follow the service coordination elements
   • More awareness of person centred approach – how well do we do it our own sentences
   • Use of SCTT tools for assessment of social/functional needs and for referral making
   • Investigate SCTT tools
   • A more detailed INI process with clients
   • Already doing a lot of this but good to clarify and cement further in work practices
   • Apply a more person centred approach
   • Ensure we elevate our service
   • I have improved understanding of principles and elements of service co-ordination which will help me to check I am providing the best level of care to my clients
   • I shall share information with all staff
   • Looking at our teams assessment and documentation procedures
   • Suggesting a more specific program service evaluation
   • Explore some of the elements like shared care and privacy acts to improve some service provision
   • I have a better understanding regarding linking clients to services
   • Would consider using more collaborative approaches via case conferences and having a more client centred approach
   • Integration of SCTT to practice
   • Review referral and intake processes
   • I learned more about the importance of communicating with GP’s
   • Work more towards collaboration
   • I will think outside the square re: other partners to refer to and have gained confidence just by hearing other practitioners experience
   • Tips/strategies around engagement/critical assessment
   • Learnt new things will apply in everyday practice
   • Proposing new ideas to the manager to incorporate in organisational practices
   • Aspects of today’s training will support me to review and streamline our current practices
   • Share it with my team
5. What did you like most about the first day of the Course in Service Coordination?
   - Learning more about how other services handle service co-ordination
   - Interactive – good venue
   - Small group work
   - Core studies
   - Learning about service co-ordination elements and SCTT
   - Inclusive and engaging teaching model
   - Principles of service co-ordination and information on PCP’s
   - Interactive way encouraged by the trainer
   - Opportunity to talk to reps from other services
   - Revision of service co. and principles
   - Case studies and discussion
   - Informative and covered general introduction
   - Discussing case studies
   - Round group discussions
   - Networking and learning/interacting with other service providers re. challenges in service coordination
   - All the learning gained re –service coordination and how it can be translated into/incorporated in our work
   - Interacting and easy to follow
   - Learning about services which participants work at – their challenges and unique experiences
   - Likes most parts of the course. The overheads; resources; case discussions were helpful and as well as antidotes and examples provided by Mark
   - Opportunity to network
   - Discussion and case studies/networking
   - The pace of the course. Sufficient breaks to allow information learned to sink in
   - Easy pace – regular breaks
   - Very approachable trainers – easy to understand, comprehensive information on service co-ordination
   - Context of information and opportunities to network
   - Good confirmation of what we are doing already

6. What (if any) improvements could be made?
   - Provision of lunch/morning/afternoon tea
• Not being a service provider myself, I lack core hands on experience with some of the assessment forms
• I think there is scope to improve the SCOTT and to advise the “blockers” – a workshop on these issues and how to overcome would be great
• Could have moved slightly faster in terms of content
• Shorter breaks – finish even earlier
• More info on duty of care
• Course could have proceeded at a much faster rate. Could have had more case discussions in time allocated and could have been delivered in a shorted time frame.
• The course could be shortened – information not complex

7. **Please provide any additional feedback that would enhance the training experience**
   • Think training was just fine
   • I am wondering if universal assessments and care plans are being considered.
   • Day 1 is perhaps best attended by new users of SCTT as I am already a user of this so little new is learned
   • For my level of experience I found it to be a bit basic
   • Maybe name tags for registered participants
   • Later start to avoid traffic in morning
   • Excellent
   • Trainer was a good presented and info was clear – overall happy with the day.
APPENDIX 2

Evaluation Summary
Course in Service Coordination Workshop 2

1. Please comment on your satisfaction with the Course in Service Coordination (Day Two)

Please comment on your satisfaction with the Course in Service Coordination (Day Two)

- The course was pitched at my level and experience
- I am extremely satisfied with the second day of the course
- I would recommend the Course in Service Coordination to others
- I had an opportunity to network with the other participants
- There was plenty of opportunity to share experiences, challenges and successes with the course participants
- The training met my professional expectations

Strongly Disagree  Disagree  Neither Agree nor Disagree  Agree  Strongly Agree
2. Please rate the following statements regarding the trainer

Please rate the following statements regarding the trainer

- I would recommend the trainer(s) to others.
- The trainer(s) provided adequate time for questions and discussion.
- The trainer(s) met the training objectives.
- The trainer(s) encouraged participation and interaction throughout the training.
- The trainer(s) used appropriate and engaging training methods.
- The trainer(s) delivered the content at a satisfactory pace.
- The training objectives for the training session were identified and followed.
- The quality of instruction was good.
- The trainer(s) was knowledgeable on the content.

Legend:
- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree
3. Please rate the following statements regarding content understanding and learning

![Please rate the following statements regarding content understanding and learning](image)

4. Please give an example of how you will apply what you’ve learnt today in your job
   - Download the SCTT version 2012 and start using them from now on
   - Consider tweaking our forms or adapting SCTT
   - Reviewing of policy on initial contact
   - Reviewing documents
   - Update SCTT to 2012 version
   - Better understanding to inform other workers of this
   - Informing reception and contact procedures for triage, customer contact.
   - Quality improvement of systems
• If I need to use SCTT I will have a better understanding of how to use it
• Discuss with management how to implement single implement single page screener
• Your info is private is downloaded in different languages
• Not a client service provider so not likely to use SCTT but useful to know about in the area and with working in a multidisciplinary environment
• Role play of IC and INI – good to practice process
• In uptake of new SCTT will this examine organisational practices with greater understanding of government expectations and governing ACTS.
• Non-health sector; Will review & revise current referral practices & privacy information provided to consumers
• Provided tender context understanding. I work in youth services & have had some service coordination background. We use INLC worker coordinator.
• Increased my confidence to use SCTT Tool. More understanding of its use.
• Greater knowledge of the SCTT, greater understanding of Connecting Care
• Reflective listening, teaching back

5. **What did you like most about the first day of the Course in Service Coordination?**
• Good understanding of service co-ordination and all relevant organisations in the area
• Engaging trainer, content good and relevant
• Manuals and information to take back to team
• Role play
• Connecting care presentation
• Good to have discussions and other service providers
• Review of SCTT and rationale behind templates
• Learning about the e-referral & secure messaging processes
• General questions and discussions were great. Privacy presentation was good but the presenter was speed speaking.
• It was geared at both novice and experienced staff in the area.
• Case study discussions
• Networking, opportunity to hear other service situation

6. **What (if any) improvements could be made?**
• I prefer group discussions – it’s good to get ideas from other workers
• Afternoon tea break
• Days should be optional if already familiar with SCTT
• Mixed groups – not just health providers is good. Not being in the health sector, I had to ask about some acronyms.
• Maybe access to computers during course time to complete an actual SCTT together.
• All good

7. Please provide any additional feedback that would enhance the training experience
• I am very satisfied with the training over last two sessions. Thanks a lot.
• Morning and afternoon tea
• Not before a public holiday
• Thank you
• If the IT infrastructure supported the implementation of what we were learning
• Would say these forms are part of coordinated care. Technology interface and case conferences must support this.
• All good for me.
• Booklets were handed out on day one, but other than the SCTT they were not explored or discussed. May have helped to refer to them to understand the course content a little more.
• Great facilitator
APPENDIX 3

Evaluation Summary

Course in Service Coordination Workshop 3

1. Please comment on your satisfaction with the Course in Service Coordination (Day Three)
Please rate the following statements regarding the trainer

- I would recommend the trainer(s) to others.
- The trainer(s) provided adequate time for questions and discussion.
- The trainer(s) met the training objectives.
- The trainer(s) encouraged participation and interaction throughout the training.
- The trainer(s) used appropriate and engaging training methods.
- The trainer(s) delivered the content at a satisfactory pace.
- The training objectives for the training session were identified and followed.
- The quality of instruction was good.
- The trainer(s) was knowledgeable on the content.
3. Please rate the following statements regarding content understanding and learning
4. Please give an example of how you will apply what you’ve learnt today in your job

- Promote more case conferences for complex scenarios; encourage the use of shared care plan tool.
- Will consider these principles in the course of my work.
- Ensuring case conference happens i/c our clients
- Hard – in Youth Services.
- Feel more confident to complete a SCOTT + Refer
- Case conferencing
  - Will use care plans & case conferencing more. I will seek to actively involve clients in shared care plan development. Importance of confidentiality & one person being the case manager.
  - Adapting some forms to content similar to SCTT
  - Will involve GP more in core coordination wherever possible.
  - Mainly reiterated what my service does as per coordination.
  - Use of shared care plans in my role / program.
  - When doing an assessment with SCTT I can add more information.
  - Review / make suggestions to revise care plan preforms.
  - Implement the SCTT tools in practice.
  - Given me a greater understanding of service coordination.
  - Care planning (from client’s perspective).
  - No client contact but an understanding of services with whom I work.
  - Being more confident using the SCTT template 2012. Plus doing the shared support plan. Feeling more confident in doing the work.
  - Possibility of implementing some of the referral forms.
  - I will complete all core SCTT for all my future referrals.
  - Will use information when new SCTT rolled out.
  - Currently I do not do shared care plans in my role, but will be great potential for future roles.
  - We are currently using the SCTT, however with upcoming changes to our sector use of the SCTT will be more prevalent.
  - Discuss tools and process with staff.
  - Share what I have learnt with other staff members.
  - Better use of the shared care planning tools and supporting tools.
  - Being able to confidently return and use process to help consumers.
  - Having a better understanding around forms.
• Increase collaboration with other services.

5. **What did you like most about the third day of the Course in Service Coordination?**

• Sharing case conferences – very interactive group.
• Sharing the case studies & how to develop the plan.
• Learning about shared care planning + doing case conference
• Clarifying Care Coordinator roles responsibility. Round table discussion really valuable.
• Recapping previous sessions – confirmed what we’d learned.
• That it was the last day (just kidding)
• Group work
• Bringing it all together
• Shared care planning.
• The case studies that I did with other students.
• How to incorporate care plan tailored to each individual client – ie, not a fixed care plan.
• Practical
• Great support given between workshop 2 and 3 by trainer and agencies.
• Group work – sharing cases.
• Trainer’s way of delivering the information and engaging; info and discussion.
• More involved and more group activities.
• Assessment and care conference.
• Case study and having opportunity in working out how to use template to develop care plan.
• Seeing what is involved in writing up a shared care plan.
• Care planning.
• Case conference.
• Group participation.
• Discussions had with other service providers.
• Case sharing and writing care plan.
• The practical aspects – opportunity to complete forms.
• Case sharing and practical learning.
6. **What (if any) improvements could be made?**

- Everyone seemed to have a different idea on assessment criteria needed more clarity.
- N/A. room was very cold at a few points.
- Access to computer to complete a SCTT Tool
- Improved and timely explanation of the requirements of activities to be done at home.
- Afternoon session – PowerPoints: could move through this session quicker and spend more time on the case conferences and use of SCTT tools.
- If it was possible to do activity prior to lunch as lose motivation afterwards.
- IT support to actively implement the tools in the workplace.
- Excellent
- Unsure
- Nothing
- Be given a complete mock example of a SCTT to see how ideal they look when done. Be good to use a mock version of the SCTT electronically – ie. Practice on the computer.
- More writing space on forms.
- Male course presenter was slightly boring, did not engage me.
7. Please rate your overall experience of the Course in Service Coordination

![Graph showing ratings for various aspects of the course experience.]
8. Please rate your knowledge of Service Coordination PRINCIPLES after completing the course
9. Please rate your knowledge of Service Coordination ELEMENTS after completing the course

Please rate your knowledge of Service Coordination ELEMENTS after completing the course

- Privacy & Confidentiality
- Referral
- Care/Case Planning
- Assessment
- Initial Needs Identification
- Initial Contact

- Not applicable to my role
- Below Average
- Average
- Very Good
- Excellent
10. How confident are you in advocating for improvements to your organisation's Service Coordination system after completing the course?

11. Have you made any new connections with other agencies as a result of participating in the course?
12. Please provide any additional feedback that would enhance the training experience

- Being a non-health organisation some of the info & tools were not relevant. However, provides a better understanding and will guide Pathway projects currently working on across various sectors.
- I would like to have more detail on services to refer to. Access to Human Services Directory & how to use it.
- Information on assessments & tasks more clearly outlines. Name tags would be helpful. More time spent on doing the Care Plan + using SCTT Tools would be helpful.
- Frequent breaks were good.
- Happy overall. Sufficient time was given to complete the course.
- Cathy is such a good lecturer. All terms and language used was understandable.
- I like the title of this course.
- May be provide lunch to minimise lost time to find a place to eat each day (funding issue).
- Thank you very much. I really enjoyed the course.
- Use computers with SCTT. Foster greater face to face collaboration.