

IEPCP Partnership Evaluation 2016

SERVICE COORDINATION PRACTITIONERS' NETWORK

ABOUT THE NETWORK

The Service Coordination Practitioners Network began when the Primary Care Partnership began in 2001. The Network is for health and human services practitioners to share their experiences, hear about new initiatives, exchange information, encourage best practice and provide an opportunity to work in partnership to improve outcomes for clients. Regular meetings are held with guest speakers plus information updates are provided to the membership.

The Network meets 5 times per year. In addition, members are emailed with monthly updates about aged care, disability, health, mental health and other areas of interest.

There are currently 119 members of the network from 45 organisations. The type of organisations represented are:

Sector	Number of providers	Number of members of SCPN
Aged Care Provider	18	44
Community Health	4	14
Local Government	4	17
Ethno-specific Service/multicultural	2	5
Hospital or Health Service	3	21
Government	1	2
Other: community service organisation, counselling, peak body, palliative care, youth	9	16

WHO PARTICIPATED IN THE SURVEY

- 33 surveys were completed - 19 paper surveys, and 14 online respondents. The paper surveys were distributed and collected at the July Network meeting.
- 63.6% of survey participants joined the Network between 2014 and 2016.
- 57.6% of participants attended 4 or more meetings in 2015-16 and 24.2% attended 1 to 3 meetings.
- 54.6% of participants were from aged care services and 21.2% were from community health or other health services.
- 39.4% of participants were Program Coordinator/Team Leaders and 33.3% were Practitioners.

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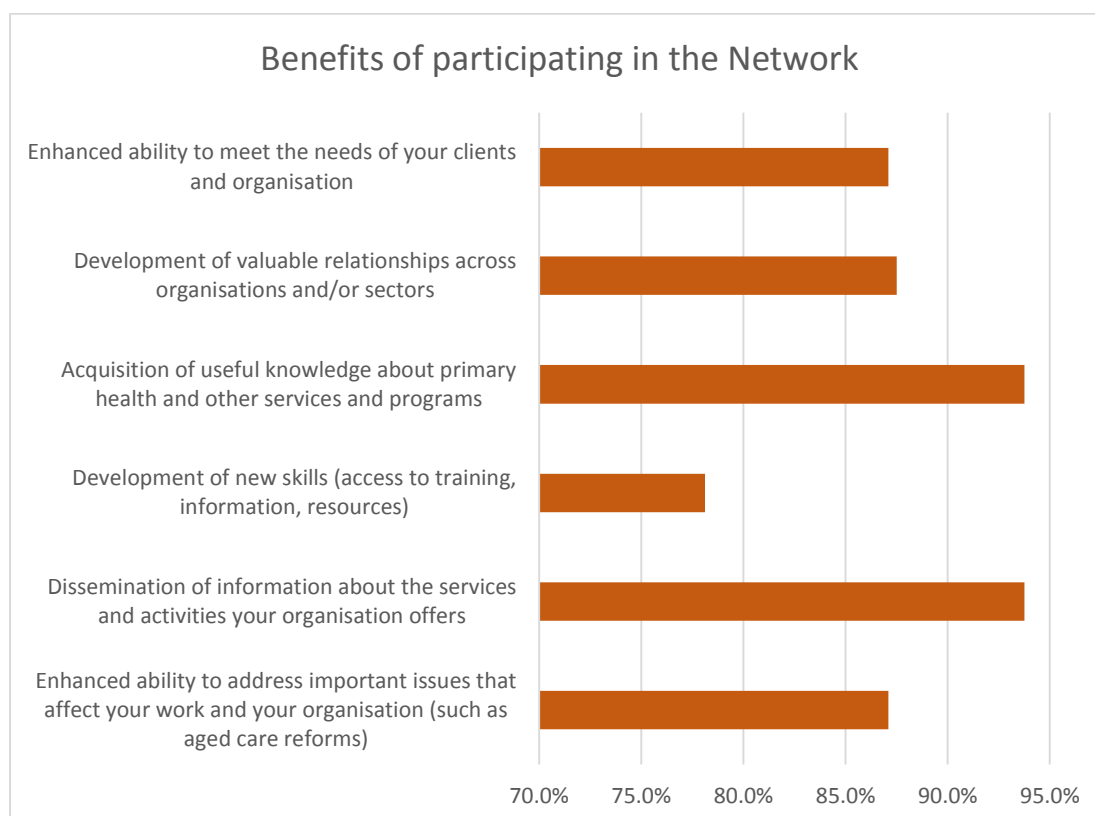
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Note: That not all respondents answered all questions. Percentages are calculated on the total number of respondents for the specific question.

BENEFITS OF PARTICIPATING IN THE NETWORK

As a result of participating in the Service Coordination Practitioners Network, have you experienced any of the following BENEFITS:	Yes	No	Unsure
Enhanced ability to address important issues that affect your work and your organisation (such as aged care reforms)	87.1%	3.2%	9.7%
Dissemination of information about the services and activities your organisation offers	93.8%	6.3%	0.0%
Development of new skills (access to training, information, resources)	78.1%	6.3%	15.6%
Acquisition of useful knowledge about primary health and other services and programs	93.8%	3.1%	3.1%
Development of valuable relationships across organisations and/or sectors	87.5%	6.3%	6.3%
Enhanced ability to meet the needs of your clients and organisation	87.1%	6.5%	6.5%

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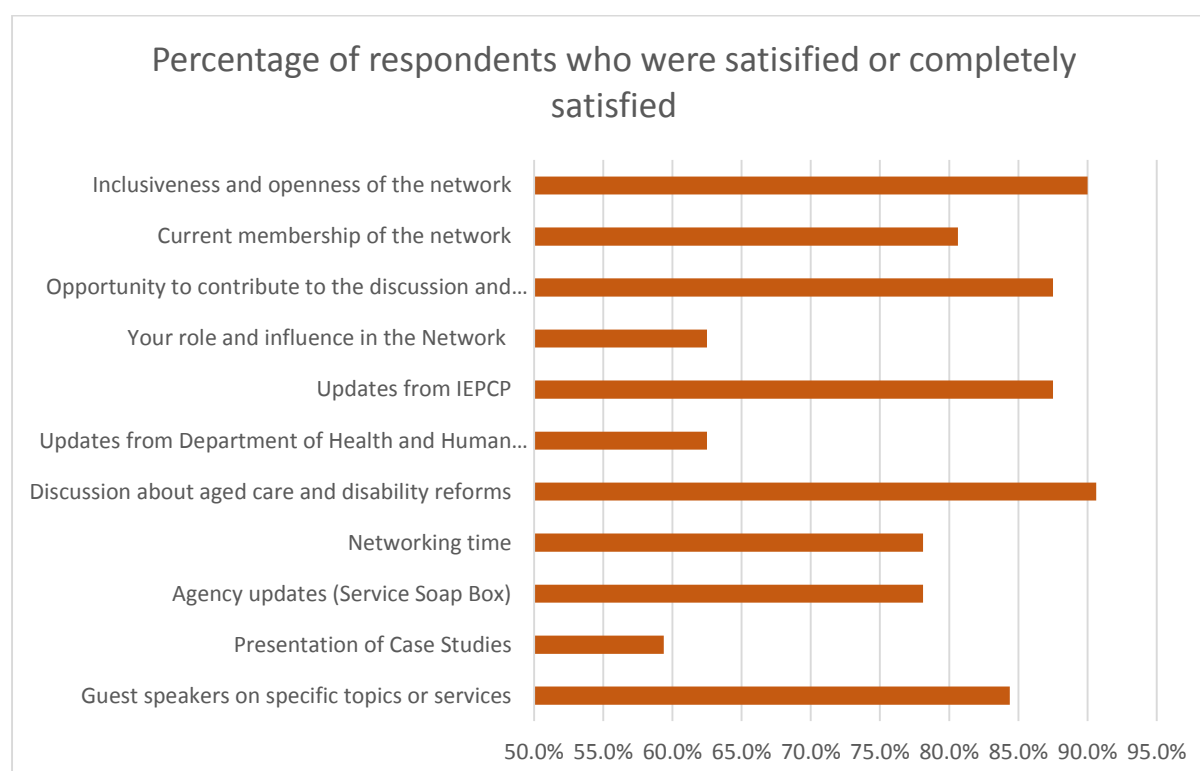


The majority of respondents were positive about the range of benefits they experienced from their participation in the Network. The highest number of positive responses (93.8%) were for the acquisition of useful knowledge about primary health and other services and programs and the ability to disseminate information about their own organisation's services and activities. The Network could further explore ways to provide more access to training, information and resources as this area had the lowest positive responses (78.1%).

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LEVEL OF SATISFACTION WITH DIFFERENT ASPECTS OF THE NETWORK



More than 75% of respondents were satisfied or completely satisfied with most aspects of the Network with more than 75% of respondents. 90.6% of respondents were satisfied/completely satisfied with the discussion about aged care and disability reforms and 90% were satisfied/completely satisfied with the inclusiveness and openness of the Network. Lower levels of satisfaction were with the presentation of case studies (59.4%), updates from DHHS (62.5%) and members' role and influence in the Network (62.5%). With the latter, there was a high number of respondents who were "unsure" (21.9%) rather than not being satisfied.

EXAMPLES OF HOW THE NETWORK HAS ASSISTED MEMBERS IN THEIR WORK IN THE PAST 12 MONTHS

29 people responded to this question:

- 22 people mentioned the value of the information provided from guest speakers, resources made available, services updates, and newsletter (information update), increasing their knowledge and enabling them to learn new things about the services available and resources of benefit to their work;
- 10 people mentioned the value of finding out more about the HACC and Aged care reforms and how this impacts on their service delivery; -

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- 8 people gave the example of being able to get to know services and staff across the Eastern Region, to build relationships, network and form partnerships.

Specific examples given were:

- “provided information about lived experience of clients living with dementia through presentation by a dementia client”
- “Knowledge that others are experiencing similar issues regarding changes”
- “Speaker from State Government with respect to changes in HACC services. Enabled me to communicate with support recipients effectively.”

WHAT IS THE MOST VALUABLE ASPECT OF THE NETWORK TO YOU AND/OR YOUR ORGANISATION?

23 people responded to this question:

Networking & Peer Support	14
Sharing information	10
Increased understanding of community service sector	7
Guest speakers/presentations	2
Updates on aged care/sector/reforms	2
Newsletter (info update)	2
Minutes (email is good)	2
Handouts (email is good)	2
Discussion	1
Partnerships with other providers	1
Case studies	1
All of the above	1

WHAT IS THE LEAST VALUABLE ASPECT OF THE NETWORK TO YOU AND/OR YOUR ORGANISATION?

Only 8 people responded to this question. Individual responses included meeting time/day, relevance of topics, reform information, keeping on track, case studies, lack of use of discussion forum post meetings, being too broad.

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ARE THERE ANY FORUMS, SPECIAL EVENTS, WORKING GROUPS, SPECIAL INTEREST GROUPS, ACTIVITIES OR TOPICS YOU WOULD LIKE THE NETWORK TO COVER IN 2016/17?

14 people responded to this question:

Aged Care Reforms	9
Effects of reforms on clients/carers	2
Mental Health Services/Referrals	1
Disability Services/Referrals	1
Case Studies on issues facing the elderly	1
Advance Care Planning/Palliative Care	1

IN WHAT WAYS COULD THE NETWORK AND/OR NETWORK MEETINGS BE IMPROVED TO BE MORE EFFECTIVE?

Only 9 people responded to this question. 2 people would like to change the day/time of the meeting. Other individual suggestions were a discussion forum after the meeting, more opportunity for collaboration and partnerships, more case studies from experts, and keeping on track during meetings. Responses were similar to those for question 3 about what is least valued.