



AUSTRALIAN
multicultural
foundation

Futures Project

Evaluation Report:

'Partnerships' Workshop

Introduction

The 'Partnerships Workshop' took place on 11 September 2015 at Ethnic Communities' Council of Victoria's office in Carlton over a four hour session. 35 participants attended the discussion, 23 completed the pre-workshop evaluation and 18 responded to the post-workshop evaluation questionnaire.

The pre-workshop evaluation took the form of a short questionnaire comprised of 5 Likert scale questions, 2 specific questions about participants' organisations, and 3 open-ended written response questions. These questions were administered in order to evaluate participants' pre-workshop access to information and understanding of policy and funding changes in the aged care sector as well as an assessment of their organisation and skills.

The post-workshop evaluation was composed of 6 Likert scale questions, 3 open-ended written response questions and 3 specific questions about participants' organisations. These questions aimed to assess the relevance of the workshop topic to their organisation, information and skills gained, organisation specific questions, how the workshop itself could be improved and any other feedback.

Attendees were asked about the size of their organisation based upon the number of EFT paid staff.

	Solely volunteers	1-5	5-10	11-20	21-50	51-100	More than 100
Pre- workshop	2	3	5	0	3	3	3
Post- workshop	2	1	2	1	3	3	2

Summary

The overall results from the 23 pre-workshop and 18 post-workshop participant evaluation questionnaires received indicate that, while the majority of respondents felt that they generally received up-to-date information on changes in the aged care sector and that their organisations were performing well, there was a positive response to the 'Partnerships Workshop'. With the majority of participants stating that their organisations are considering or undertaking internal restructure or reform, participants gained useful information on a range of topics including different partnership models, examples of successful partnerships and how to adapt to changes in the industry. Aspects such as the presentation and relevance of the information were well received by the participants, who indicated an overall satisfaction with the event. Suggested improvements included more practical examples of successful partnerships, including presenters from similar sized organisations to share experiences and more workshops, training and dialogue in the future.

Results – Pre-Workshop Survey

Table 1
Self-Assessment Pre-Workshop Survey
N: 23

	Strongly agree	Agree	Disagree	Strongly disagree
1. Generally speaking, I have access to up-to-date information about policy and funding changes relevant to my organisation and aged care programs.	5 (22%)	12 (52%)	5 (22%)	1 (4%)

Table 1 shows the results from both Likert scale type questions, assessing the access to up-to-date information about relevant changes in the aged care sector. The results indicate that the majority of respondents felt that they do have access to up-to-date information about changes relevant to their organisation and program. However, 26% did not agree that they have access to this information.

Table 2
Self-Assessment Pre-Workshop Survey
N: 23

Survey Question	Participants' Comments
2. Please list how you generally receive information that supports your organisation's operation and innovation: (e.g. network meetings, meetings with peak bodies including ECCV, LASA, E-newsletters)	<p><i>All of the above examples plus emails, media releases, colleagues and networks, local partnerships.</i></p> <p><i>Networks, ECCV, LASA.</i></p> <p><i>Email from DH.</i></p> <p><i>Network meetings, members of peak bodies, ACSA, COTA, LASA.</i></p> <p><i>Network meetings.</i></p> <p><i>Via LASA, ECCV, ACSA, Health Legal, DHHS, DSS, e-newsletters and periodicals.</i></p> <p><i>Through meetings, newsletters, information from emails, networks, etc.</i></p> <p><i>All of the above.</i></p> <p><i>Website, emails.</i></p> <p><i>Network meetings.</i></p> <p><i>HACC Social Support Alliance- NWMR, Southern Alliance Cultural Diversity Network, e-newsletters – COTA, ECCV – of course, ASM/Diversity Southern, COTA. (not a member of LASA).</i></p> <p><i>Network, e-newsletter.</i></p> <p><i>All of the above.</i></p> <p><i>Network meetings, emails, e-newsletters, peak bodies, partnership projects.</i></p> <p><i>Checking the web, asking questions, emails from Coordinator</i></p>

	<p><i>(not in detail), e-newsletters.</i></p> <p><i>Network meetings (HACC Social Support Alliance, ECCV meetings, ECCV newsletters and emails from policy officer).</i></p> <p><i>LASA, DSS newsletters, network meetings, e-newsletters.</i></p> <p><i>Network meetings, newsletters, PASA adviser (HACC).</i></p> <p><i>Network meetings, meeting with peak bodies – ECCV.</i></p> <p><i>ECCV and other key bodies eg. CO.AS.IT</i></p> <p><i>Some info.</i></p> <p><i>Network meetings, ECCV, DHHS and DSS, aged care newsletters.</i></p> <p><i>Network meetings, peak body – LASA, My Aged Care, Home Care Today.</i></p>
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Table 2 identifies the means through which participants receive information that supports the operation and innovation of their organisation. A high number of participants cited networks such as ECCV and LASA as a primary means of receiving information. Many participants also noted receiving this information from a variety of sources, such as networks, e-newsletters, colleagues and coordinators/managers.

Table 3
Self-Assessment Pre-Workshop Survey
N: 23

	Very Poor	Poor	Good	Excellent
3. How would you rate your current understanding of funding changes in the aged care sector?	2 (8.5%)	5 (22%)	14 (61%)	2 (8.5%)

Table 3 identifies participants' self-assessment of their understanding of funding changes in the aged care sector. While a most respondents rated their understanding good or excellent, the results indicate that more than 30% of respondents believe their current understanding to be poor or very poor with regard to funding changes in the aged care sector.

Table 4
Self-Assessment Pre-Workshop Survey
N: 22

...performance standards	Signif. below	Under	Achieves	Exceeds	Signif. exceeds
4. How would you rate the current performance of your own ethno-specific or multicultural community organisation or the organisations you advise or support?	1 (4.5%)	1 (4.5%)	9 (41%)	10 (45.5%)	1 (4.5%)

In Table 4, participants rated their organisation's performance. The results indicate that a vast majority of respondents feel that their organisation achieves, exceeds or significantly exceeds performance standards.

Table 5
Self-Assessment Pre-Workshop Survey
N: 19

<i>Survey Question</i>	<i>Participants' Comments</i>
<p>5. Referring to Q4 (see table 4), what are the key areas of your organisation's performance that you would rate as performing well?</p>	<p><i>Consumer outcomes, compliance, quality control.</i></p> <p><i>Community engagement. Person-centred care provision. In progress of developing partnership. Aware of changes in the aged care sector, supporting clients to be adapted to the changes.</i></p> <p><i>Strong leadership – CEO on board in all aspects of organisation. Commitment to delivering ethno-specific quality service.</i></p> <p><i>Social support, educating elderly people, providing a lot of information (info sessions), advocating for the clients, organising referrals to other mainstream service providers.</i></p> <p><i>Cultural ethos in practice. Service models meeting accreditation standards.</i></p> <p><i>We are rated to the highest performances – 100% rated in the audit regarding the aged care service providers.</i></p> <p><i>Community organisations are looking for mixing with other cultures.</i></p> <p><i>Group activities and partnering.</i></p> <p><i>CCCS – very good. Service provision.</i></p> <p><i>Service delivery.</i></p> <p><i>Client service delivery, client empowerment, culturally appropriate service.</i></p> <p><i>Utilisation rates (outcome driven). Partnerships (fee for service/brokerage). Engagement with clients and community uptake of services. Quality service (culturally responsive). Highest rating community standards (aged care).</i></p> <p><i>Targets achieved well over. Clients well cared for. Governance improved. Committee and key people to be educated. Eager to go forward.</i></p> <p><i>Reaching a growing number of clients, increasingly diversifying client base, client outcomes and satisfaction.</i></p> <p><i>Customer satisfaction, external benchmarking, Quality Review Audits, comments/complaints system.</i></p> <p><i>HACC-PAG program – clients expressed satisfaction with the program – their goals are being met through the different activities provided to them. CACPs (HL2P) had a very good result during the last audit.</i></p> <p><i>CACPs/O My Package Care.</i></p> <p><i>Planning activity groups – 6 sessions per week.</i></p> <p><i>Culturally appropriate, advocacy, upfront with the changing environment.</i></p>

Table 5 shows the responses in regards to where each participant feels that their organisation is performing well. Many felt that service delivery was a strength, while other noted client satisfaction, leadership, diversity, culturally appropriate service and advocacy as areas where their organisation was performing well.

Table 6
Self-Assessment Pre-Workshop Survey
N: 13

Survey Question	Participants' Comments
<p>6. Referring to Q4 (see table 4), what are the key areas of your organisation's performance you would rate as underperforming or that could be improved?</p>	<p><i>Fixing bugs with individual budgets.</i></p> <p><i>Partnership and cooperation.</i></p> <p><i>Not all people in need of the organisation's services can be accepted as clients. Needs exceed the funding.</i></p> <p><i>Competitive position in the new landscape.</i></p> <p><i>Structure.</i></p> <p><i>Funding.</i></p> <p><i>Governance – improvement.</i></p> <p><i>Governance.</i></p> <p><i>Business systems, financial systems, organizational infrastructure.</i></p> <p><i>Technologies, financial management of management (midlevel & senior) are two aspects that could be improved. Another is workforce development, increase and train to address health care needs of client groups.</i></p> <ol style="list-style-type: none"> <i>1. Committee (as collectively responsible). To be more informed about organisation.</i> <i>2. More transparency and openness within.</i> <i>3. Educating key people about the importance of rules and standards and applying them.</i> <p><i>Meeting funding body targets, reporting and recording, time management.</i></p> <p><i>Sharing resources with other organisation.</i></p>

Table 6 highlights participants' responses about areas in which their organisations are underperforming or that its performance could be improved. The main suggested areas were governance, systems, transparency and the lack of collaboration or partnerships.

Table 7
Self-Assessment Pre-Workshop Survey
N: 18

	Strongly agree	Agree	Disagree	Strongly disagree
7. I am confident about my organisation’s capabilities and financial ability to perform well in an increasingly competitive aged care sector.	4 (22%)	10 (55.5%)	3 (17%)	1 (5.5%)

In Table 7, participants rated their confidence in their organisation’s ability to perform well in an increasingly competitive sector. The results indicate that the majority of respondents did have confidence in the capabilities and financial ability of their organisations.

Table 8
Self-Assessment Pre-Workshop Survey
N: 19

	Strongly disagree	Disagree	Agree	Strongly Agree
8. In its current form, I am confident that my organisation will remain viable and sustainable with the rapidly changing governments’ funding landscape.	2 (10.5%)	4 (21%)	12 (63%)	1 (5.5%)

In Table 8, participants rated their confidence in their organisation’s ability to remain sustainable and viable in the changing funding landscape. The results indicate that the majority of respondents are confident that their organisations can remain viable. However, almost one third of respondents were not confident that their organisations could remain sustainable or viable with the rapidly changing governments’ funding landscape.

Table 9
Self-Assessment Pre-Workshop Survey
N: 16

	No	Yes	Not Sure
9. My organisation is considering or undertaking major internal restructuring and reform over the next 3-5 years.	1 (6%)	14 (88%)	1 (6%)

Results – Post-Workshop Survey

Table 10
Self-Assessment Post-Workshop Survey
N: 18

	Strongly agree	Agree	Disagree	Strongly disagree
1. The forum topic was useful and relevant to my organisation.	14 (78%)	4 (22%)	0	0
2. The information was presented in a way that was clear and easy to understand	12 (67%)	6 (33%)	0	0

Table 10 shows the results from two Likert scale type questions, assessing the relevance and the clarity of the information presented during the workshop in relation to their organisation and work. The results indicate that there were no participants that disagreed or strongly disagreed with the relevance of the topic or the clarity of the information presented. All participants either agreed, or strongly agreed that the topic was useful, and most strongly agreed that the information was presented in a way that was clear and easy to understand. This suggests that the information delivered was interesting and dynamic and that the presentation was relevant to the individuals and organisations present.

Table 11
Self-Assessment Post-Workshop Survey
N: 16

Survey Question	Participants' Comments
3. What <u>information</u> did you find most useful and could most likely be applied to your organisation?	<p><i>Difference ref. collaboration & partnership.</i></p> <p><i>Examples that were presented of partnership set ups, learnings and successes.</i></p> <p><i>Info about types of partnerships and what to consider.</i></p> <p><i>Open to merging. Open to introducing new business-like structure.</i></p> <p><i>Collaboration and partnership.</i></p> <p><i>What is partnership/collaboration about.</i></p> <p><i>Partnership legality.</i></p> <p><i>Discussion re partnerships etc. Future changes, how to educate clients and others. Clients – 1st priority.</i></p> <p><i>Showcasing people that are doing the job and their success stories.</i></p> <p><i>Most likely, all the information are most useful.</i></p> <p><i>All.</i></p> <p><i>Exploring partnership models. Examples of successful partnership models.</i></p>

	<i>Partnership and collaboration. Person driven care.</i> <i>The strategies to survive in the changing climate of the industry.</i> <i>Hearing from other providers about their experiences and opportunities and risks.</i> <i>Collaboration/possibilities. Partnerships.</i>
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Table 11 identifies the topics that were considered most useful to the participants' organisations. The key topics identified included a better understanding of partnerships and collaboration, and the difference between the two. Participants also indicated that they found the examples presented of success stories and partnerships useful, along with overall strategies to survive the rapid changes in the industry.

Table 12
Self-Assessment Post-Workshop Survey
N: 17

	Strongly agree	Agree	Disagree	Strongly disagree
4. Through the workshop today, I have gained new knowledge about the rapidly changing governments' funding landscape and changes I the aged care sector.	5 (29%)	11 (65%)	1 (6%)	0
5. Through the workshop today, I have gained new knowledge and perspectives about possible partnership and alternative options for my organisation.	4 (24%)	13 (76%)	0	0

Table 12 shows the results from two Likert scale type questions, assessing the knowledge gained about the changes in the aged care sector and the partnership and alternative options for their organisations. The results indicate that there were no participants that disagreed or strongly disagreed that they gained new knowledge and perspectives about possible partnership and alternative options for my organisation. All participants, apart from one, either agreed, or strongly agreed that the gained new knowledge about the changes in the sector. This suggests that the workshop achieved its aims, delivering new information and strategies that were relevant to the participants and the changing landscape of the aged care sector.

Table 13
Self-Assessment Post-Workshop Survey
N: 17

	Strongly agree	Agree	Disagree	Strongly disagree
6. I am confident about my organisation's capabilities and financial performance in an increasingly competitive aged care sector.	4 (23.5%)	10 (59%)	3 (17.5%)	0

In Table 17, participants rated their confidence in their organisation’s ability to perform well in an increasingly competitive sector. The results indicate that the response changed very little from the results of the pre-workshop survey (see table 7). The majority of respondents did have confidence in the capabilities and financial ability of their organisations.

Table 14
Self-Assessment Post-Workshop Survey
N: 16

	Strongly disagree	Disagree	Agree	Strongly Agree
7. In its current form, I am confident that my organisation will remain viable and sustainable with the rapidly changing governments’ funding landscape.	4 (25%)	4 (25%)	8 (50%)	0

In Table 14, participants rated their confidence in their organisation’s ability to remain sustainable and viable in the changing funding landscape. The results indicate that only half of respondents are confident that their organisations can remain viable. One half of respondents were not confident that their organisations could remain sustainable or viable with the rapidly changing governments’ funding landscape. While there was one more respondent to this question in the pre-workshop survey, nevertheless this indicates a noteworthy change from the same pre-survey question (see table 8), whereby 68.5% agreed or strongly agreed with the question.

Table 15
Self-Assessment Post-Workshop Survey
N: 15, 7

	Yes	No	Not Sure
9. My organisation is already considering or undertaking major internal restructuring and reform over the next 3-5 years.	9 (60%)	1 (7%)	5 (33%)
10. If no, do you believe your organisation may need to consider alternative strategies to respond to the changes in the not-for-profit community sector in the near future?	6 (86%)	0	1 (14%)

Table 16
Self-Assessment Post-Workshop Survey
N: 9

Survey Question	Participants' Comments
11. In what way could this workshop be improved?	<p><i>More examples of partnerships and how they are working.</i></p> <p><i>More practical examples of what partnerships actually look like and what is achieved.</i></p> <p><i>More information aged care changes.</i></p> <p><i>To invite people with similar size service organisations presenting their experiences.</i></p> <p><i>Another workshop maybe.</i></p> <p><i>Buffet lunch?</i></p> <p><i>Paced out a bit more.</i></p> <p><i>Powerpoint presentation needs to be enlarged.</i></p> <p><i>Nil.</i></p>

Table 16 shows the responses in regards to networking opportunities and possibilities for future collaborations. All four respondents indicated that they had the opportunity to network with other participants. One participant did note that they were unsure how to connect and work with other participants in the future.

Table 17
Self-Assessment Post-Workshop Survey
N: 7

Survey Question	Participants' Comments
12. Other general comments and feedback about the workshop.	<p><i>Fantastic! 😊</i></p> <p><i>Very informative and well organised. Thank you.</i></p> <p><i>Very good.</i></p> <p><i>Very informative.</i></p> <p><i>Very informative.</i></p> <p><i>Provide forks for lunch.</i></p> <p><i>Need more of these to continue the dialogue and strategy support to small ethno organisations. Board/committee training in issues vital.</i></p>

Appendix 1:

Names of Organisations that Attended

- AMES
- Australia Filipino Community Services
- Australian Greek Welfare Society
- AVWA
- Cambodian Community Welfare Centre Inc.
- CCSSCI
- Co As It
- DHHS
- Dutch Care
- FCCVI
- FFVS
- Filipino Community Council of Vic
- Fronditha Care
- Jewish Care
- La Ventana Hispana
- LaoAus Care Inc
- Macedonian Community Welfare Association
- Maltese Community Councils of Vic
- Monash University (Jewish Care)
- MRCNW
- Multicultural Aged Care Services
- Northern Region Indian Seniors Association of Victoria
- Polaron
- Serbian Community Association of Australia
- Serbian Social Services & Support
- Spanish Latin American Welfare Centre Inc. (UNITED)
- Tabulam and Templer Homes for the Aged Inc. (German Aged Care Specialists)
- The Victorian Council of Liberian Seniors
- Victorian Arab Social Services (VASS)