
EVALUATION REPORT

REAL SKILLS PLUS SEITAPU WORKSHOP
MIDLAND REGION DHBs

AUGUST 2010 – NOVEMBER 2010



CONTENTS

<i>C O N T E N T S</i>	<i>1</i>
<i>L I S T O F F I G U R E S</i>	<i>3</i>
<i>I N T R O D U C T I O N</i>	<i>4</i>
Background.....	4
Methods	4
<i>R E S U L T S</i>	<i>5</i>
Characteristics of the workshop attendees.....	5
Organisation/Service.....	5
Role.....	6
Ethnicity.....	6
Workshop feedback.....	7
Content.....	7
Understanding of usefulness.....	7
Improvement and further knowledge.....	9
Other comments.....	10
<i>C O N C L U S I O N A N D R E C O M M E N D A T I O N S</i>	<i>12</i>

LIST OF FIGURES

<i>Figure 1.</i> Respondents by organisational setting, N=36	5
<i>Figure 2.</i> Respondents by role, N=40.....	6
<i>Figure 3.</i> Respondents by ethnicity, N=43.....	6
<i>Figure 4.</i> Content expectations, N=43.....	7
<i>Figure 5.</i> Understanding of usefulness, N=45	7
<i>Figure 6.</i> Recommendation of workshop, N=44.....	10

INTRODUCTION

BACKGROUND

Let's get real is a national framework that describes the essential knowledge, skills and attitudes required to deliver effective mental health and addiction services. It was launched by the Ministry of Health in September 2008. Le Va: Pasifika within Te Pou developed Real Skills plus Seitapu and launched it in May 2009, as the Pacific component of the *Let's get real* framework. Le Va has brought the Real Skills plus Seitapu framework to life with the *Engaging Pasifika* training programme.

The *Engaging Pasifika* programme is an applied training package facilitated by a team of knowledge holders and leaders from diverse areas of expertise and perspectives such as clinical, cultural, consumer, corporate (management) and community (family). The content is based on the three essential themes of family, language and tapu, underpinned by the philosophy and concept of “va”. The training aims to provide people with the tools and skills to better engage with Pacific service users and their families.

The *Engaging Pasifika* training:

- focuses only on the very basic skills at essential level outlined in Real Skills plus Seitapu;
- is delivered by Le Va with a team of knowledge holders and leaders; and
- attracts DAPAANZ points for addictions workers (10 for half-day and 15 for full-day).

Te Pou and Le Va are undertaking an evaluation to identify the level of awareness, uptake and usefulness of *Let's get real* and Real Skills plus Seitapu. The following report summarises the participant feedback from the Real Skills plus Seitapu -*Engaging Pasifika* workshops at Midland Region DHBs.

METHODS

A semi-structured questionnaire was used in all *Let's get real* and Real Skills plus Seitapu workshops and learning forums. Attendees completed the feedback forms on a voluntary basis at the end of each session. Confidentiality for individual information was guaranteed.

For each of the survey questions, attendees were asked to tick the appropriate boxes or write their answers in the spaces provided. In a series of questions attendees were asked to rate the workshop experience on a 5-point scale ranging from 1 (strongly agree) to 5 (strongly disagree). Mandatory questions were marked with an asterisk*.

The data was entered in a central survey database. To ensure anonymity of the responses, all identifiable information was removed and only summary results were reported.

RESULTS

The Reals Skills plus Seitapu – *Engaging Pasifika* workshops took place from August 2010 to November 2010 at Midland Region DHBs. The information was presented by six facilitators: Anne Fitisemanu, Debra Tuifao, Denise Kingi, Monique Faleafa, Manase Lua and Papa’ali’i Seiuli Johnny Siaoisi.

In total, 51 people attended the four workshops on the 24/08/2010, 25/08/2010, 10/11/2010 and 11/11/2010. Forty-five attendees completed an attendee feedback form (88.2 per cent response rate).

CHARACTERISTICS OF THE WORKSHOP ATTENDEES

ORGANISATION/SERVICE

Attendees were asked to identify their organisations or services and select as many as applicable. More than half of the respondents (58.3 per cent) came from NGOs, others worked for DHBs (30.6 per cent) or in community (30.6 per cent), as illustrated in *Figure 1*.

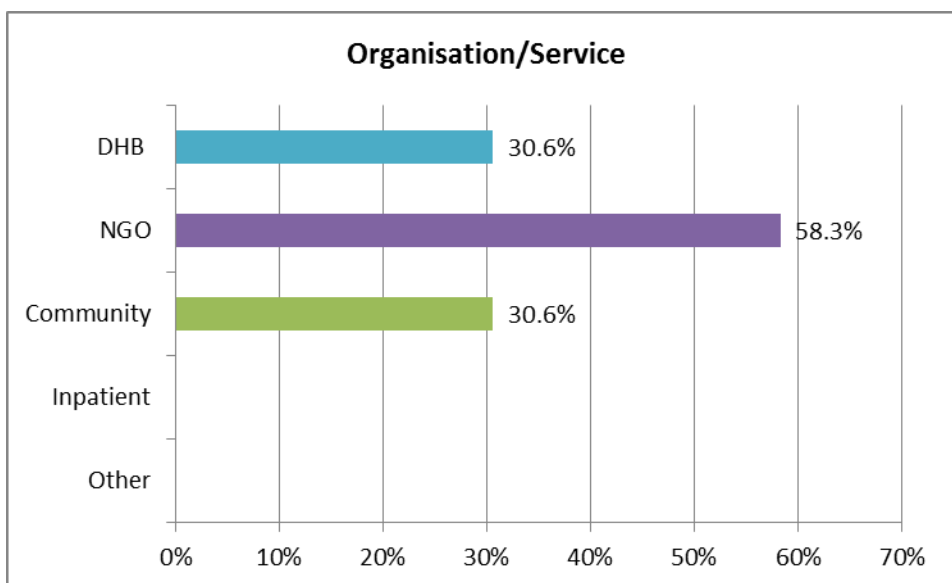


Figure 1. Respondents by organisational setting, N=36¹.

Note. Participants could select more than one organisational type.

¹The factor N below the figures and tables indicates how many of the respondents chose to answer the question. A breakdown of the responses is listed in the following figures and tables.

ROLE

The majority of the respondents (47.5 per cent) worked as clinicians. A smaller percentage (42.5 per cent) identified themselves as other, which included roles such as project manager, co-ordinator, health promoter or consumer advocate. Some respondents worked in diverse roles and therefore ticked multiple boxes (Figure 2).

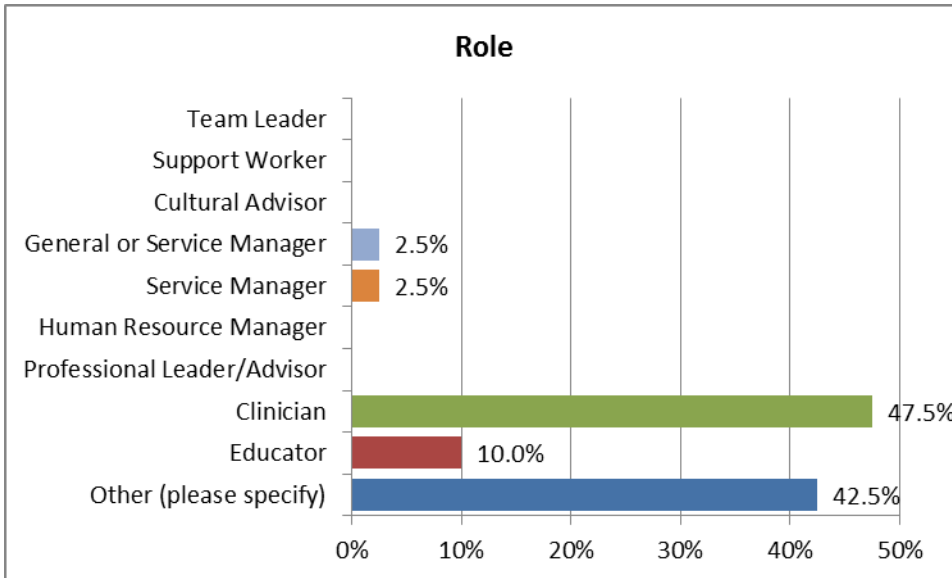


Figure 2. Respondents by role, N=40

Note. Participants could select more than one role.

ETHNICITY

The proportion of respondents identifying themselves as Maori was higher than usual at 48.8 per cent, New Zealand European 34.9 per cent, Pacific 13.9 per cent and other 11.6 per cent including, among others, British, South African and American ethnicity.

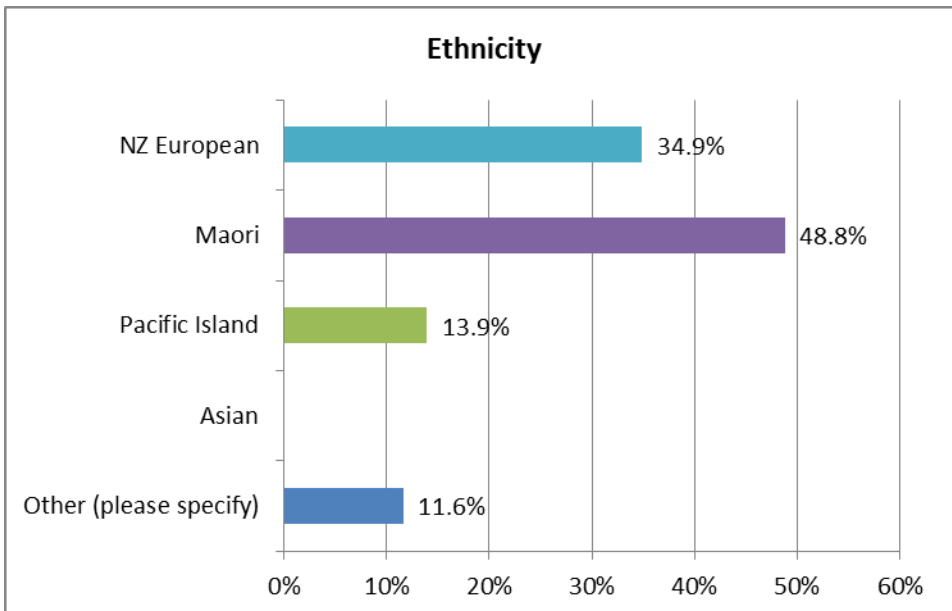


Figure 3. Respondents by ethnicity, N=43

Note. Participants could select more than one ethnic group

WORKSHOP FEEDBACK

CONTENT

Attendees were asked whether the content matched what they had expected. A clear majority of the respondents (95.4 per cent) rated the content positively and agreed that their expectations had been reached.

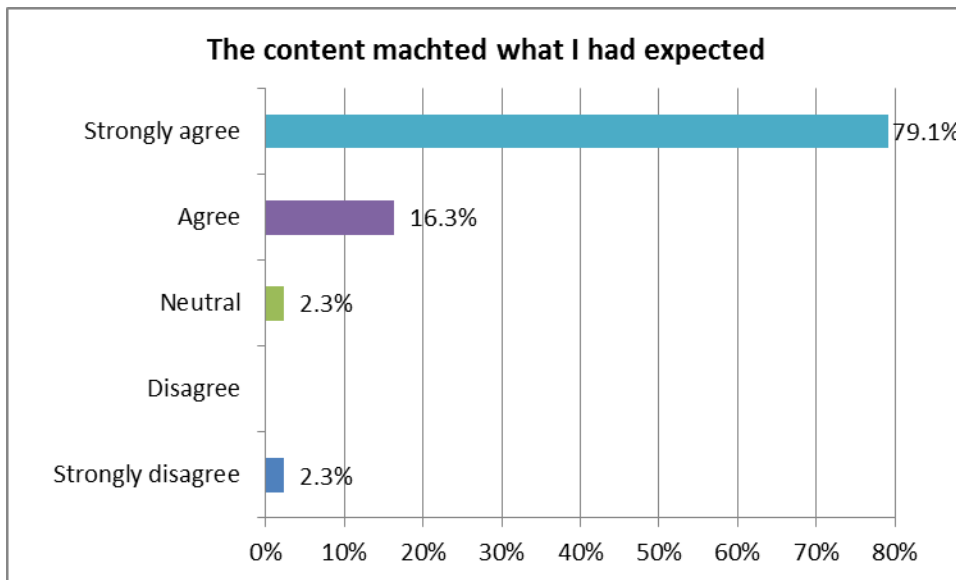


Figure 4. Content expectations, N=43

UNDERSTANDING OF USEFULNESS

The majority of the respondents (97.9 per cent) agreed that they now had a better understanding of the framework and how it could be useful for their organisation.

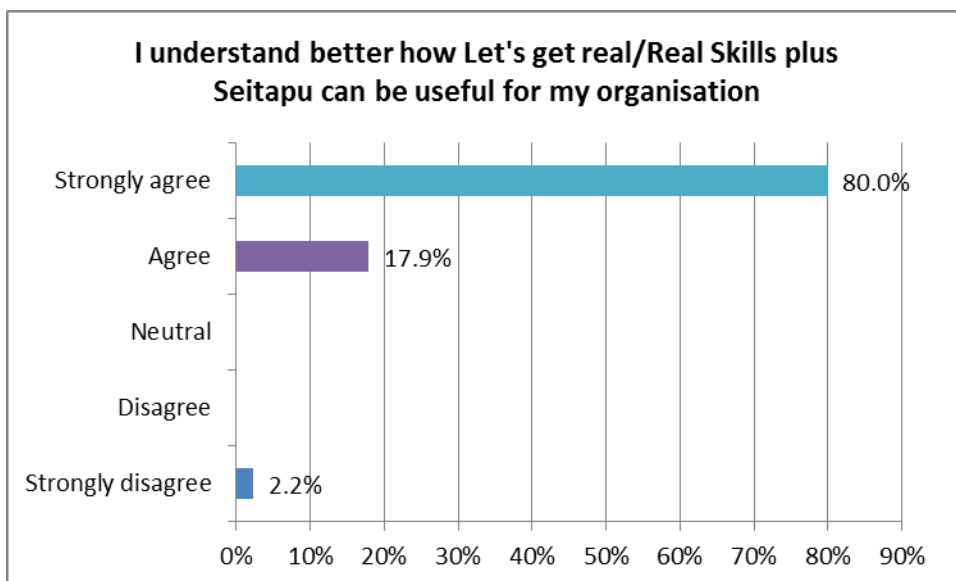


Figure 5. Understanding of usefulness, N=45

USEFULNESS OF WORKSHOP

Attendees were asked what they found most useful and least useful in the workshop for their role. Replies covered practical application, raised awareness and understanding of Pacific cultures as well as provided resources. For example:

MOST USEFUL

“The ability to ask and the warmth and safety of the environment. Also the variations between cultures.”

“Got me thinking about the need to engage with Pasifika people in my work – do people want more access to their MH info – what is important?”

“First steps in face to face communication. Understanding Pacifica hierarchy variations.”

“Good examples of how/what people could implement in practice based on what the floor (audience) provided. Sharing of stories/experiences, live and multimedia.”

“The inclusion of personal stories incorporated into learning.”

“I know now how little I know, but I have made a start.”

“Clear examples for personal viewpoint as well as professional approaches. Examples + videos + role plays used.”

“Understanding the roles and that every culture is different.”

LEAST USEFUL

“Not being able to come back to complete the full training.”

“Focus on mental health – however able to see clear application to other areas – including my role in community settings.”

“Found the videos very entertaining but not particularly useful as it assumes limited skills.”

IMPROVEMENT AND FURTHER KNOWLEDGE

The attendees were invited to provide feedback and suggestions for improving the workshop in general or areas they would like to hear more about. The feedback mainly related to workshop duration, content and practical application. Areas of improvement identified by the respondents related to more time for in-depth discussion/training or extension of topics. In essence, the respondents indicated that they were interested in learning more about Pasifika as a result of the training.

Examples of the respondents' comments are listed below:

WORKSHOP CONTENT

"Pacific Models (could we have another training for this?)."

"More cultural issues and how we can be more sensitive to different people from different Pasifika and other migrant groups."

"The different roles of some Pacific fanau and how you would work effectively with the fanau as a whole."

"Maybe more info on peculiar Pasifik structural dynamics."

"More structured guidelines re do's and don'ts in different cultures."

WORKSHOP DURATION

"The content was fantastic - should have come to the full day workshop - lightly recommended to all."

"A follow-up workshop 6 - 9 months on?"

"From my point should have had more time for this very enjoyable, it has opened me up to wanting to learn more."

"Just more trainings for Pacifica engagement and work because there is not enough."

PRACTICAL APPLICATION

"Use of modules of care focus - opportunity to explore resources provided - pre-reading or opportunity to discuss at later date. Encouragement of ways other areas of health can use the resources."

"I feel that this is important awareness and wonder how it's promoted to the front-liners "Receptionists" etc."

"Other DHB responses to access/cultural services/accepting successful programs in similar work areas."

RECOMMENDATION OF WORKSHOP

Finally, the attendees were asked if they would recommend the workshop to a colleague. The given responses were also seen as an indicator for the attendees' overall satisfaction with the workshop and as an endorsement of it. The results clearly demonstrated a high approval of the workshop, as the majority of respondents (95.4 per cent) indicated that they would recommend the workshop to others.

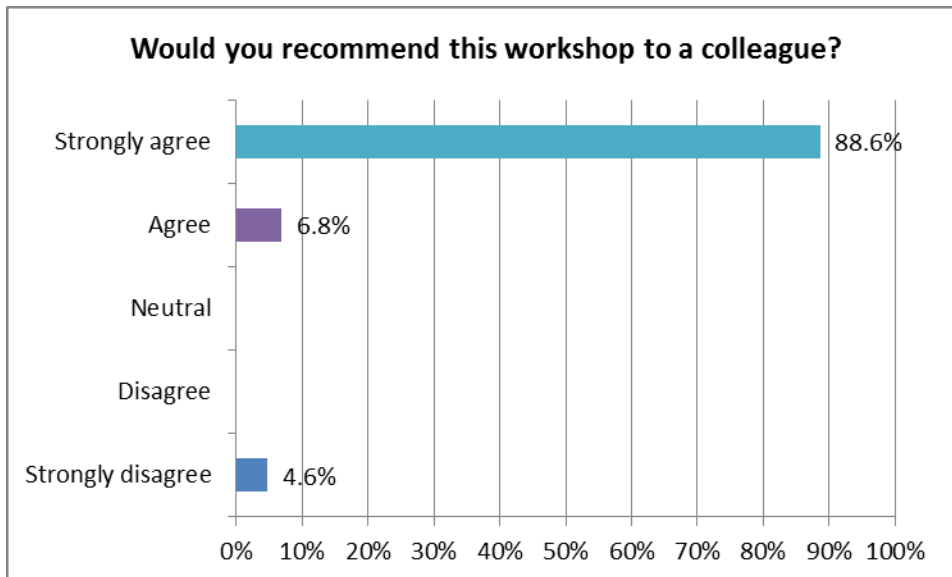


Figure 6. Recommendation of workshop, N=44

OTHER COMMENTS

Overall, the response to the workshop was very positive and there was a clear appreciation for the facilitators, workshop delivery, resources and general content. Examples of comments provided by the respondents are listed below:

DELIVERY/RESOURCES/CONTENT

“Brilliant 1 day workshop. The best I have ever attended all year. Well done team.”

“You delivered a quality training in a short time.”

“An extremely engaging session and opened my eyes to other cultural practices.”

“Good presenters. Good use of technology. Good amount of discussion groups. Good having smaller group - able to all be heard.”

FURTHER TRAINING/RECOMMENDATION

“A wonderful workshop - I will recommend it to colleagues and peers to attend.”

“I think every organisation needs to get their people to this workshop. It's absolutely necessary.”

“I would encourage all my colleagues to attend this workshop.”

RECOMMENDATION

“Very good facilitators, balanced approach. Further resources might have been helpful.”

GENERAL POSITIVE COMMENTS

“Thank you both so much, keep strong to what you are doing and you both are doing well for your people. Kia ora.”

“Best training I’ve been to in AGES! Thanks so much and a privilege to be taught by those involved in making the history.”

CONCLUSION AND RECOMMENDATIONS

The evaluation results from the workshops demonstrate that attendees found the programme, including all the resources and materials, very relevant and useful for their work. The overall feedback was very positive and showed that the workshop was effective in meeting its intended outcomes. Although there were some minor suggestions for improvement, respondents were unanimous in their affirmation of support for the programme.



AUCKLAND

Level 2, 8 Nugent Street (B), Grafton
PO Box 108-244, Symonds Street
Auckland 1150, NEW ZEALAND
T +64 (9) 373 2125 F +64 (9) 373 2127

HAMILTON

Kakariki House, 293 Grey Street, Hamilton East
PO Box 219, Waikato Mail Centre
Hamilton 3240, NEW ZEALAND
T +64 (7) 857 1202 F +64 (7) 857 1297

WELLINGTON

Level 3, 147 Tory Street
PO Box 6169, Marion Square
Wellington 6141, NEW ZEALAND
T +64 (4) 237 6424 F +64 (4) 238 2016

CHRISTCHURCH

Level 4, 104 Victoria Street, Christchurch 8013
PO Box 22105, High Street,
Christchurch 8142, NEW ZEALAND
T +64 (3) 371 0317 F +64 (3) 379 7354