



Results Based Accountability Frameworks Applied to Family Worker Training + Development Programme Inc (FWTDP)

The joint responsibility of everyone involved

(Government, service providers, church, business, schools, health, communities, families.....)

Population Accountability

“Safe, Healthy, Resilient (and Inclusive) children, young people, families & communities”

(The condition of wellbeing applied to NSW by the Dept of Community Services is ‘disadvantage children, families and disadvantage communities are resilient and safe’)

Based on currently available evidence (formal research, theory and practice wisdom learnt by experienced workers over time) there are a number of aspects and conditions that contribute to “Safe, Healthy, Resilient (and Inclusive) children, young people, families & communities”
eg: community connectedness, receiving good support, positive relationships, etc

FWTDP is a training programme for people working with families in Western Sydney. FWTDP has identified its role in contributing to the overall result of **“Safe, Healthy, Resilient (and Inclusive) children, young people, families & communities”** as increasing the capacity of workers and the service system to provide families / communities with quality support.

Based on available evidence (formal research, theory & practice wisdom) FWTDP defines quality support as support that is:

FWTDP doing its part in achieving the overall desired population result

From Family's Perspective

- Based on genuine relationships
- Strengths noticed and built on
- Services made to fit the family
- Family recognised as expert in their own lives
- Self determination and independence promoted

From Worker's Perspective

- Knowledgeable in areas / issues relevant to their work
- Knowledgeable of evidence base relating to families
- Consciously and confidently applying knowledge and work practices
- Ongoing reflection on / strengthening of practice

How FWTDP identifies its stated results (outcomes) and demonstrates its effectiveness in meeting these outcomes

FWTDP Performance Accountability

The condition of wellbeing as applied to the client / target population of FWTDP

“Increasing and supporting the capacity of workers and the service system in Western Sydney to work with and support families”

1] Identify and apply core results (outcomes) for ALL training / learning & development activities delivered:

- Increased capacity in strengths based practice
- Increased knowledge in evidence base
- Increased knowledge in topic
- Increased confidence to apply knowledge
- Increased capacity for reflective / conscious work practice

2] Deliver training based on / informed by outcomes

3] Develop and implement performance measures based on outcomes

Overview of FWTDP Evaluation Procedures:

Application of Results Based Accountability Evaluation Framework at FWTDP

(ie: The framework used to self-assess service effectiveness and gather information required to track and implement ongoing quality improvement and comply with DoCS reporting requirements)

How much did we do?

Method Used:

Gather data on learning & development activities provided and the number of people who attended, etc

Eg: 60 events / 300 participants

'How Much' and 'How Well' is what we have always focused and reported on!

How well did we do it?

Method Used:

i] Gathering data aimed at gauging participants' experience of the L&D event attended (via on the day evaluation form),

eg: Quality of training / trainer

Learning goals met

Quality of venue / catering

Accessibility of location / cost, etc

ii] Gathering statistics (from registration forms) on who is accessing training, to determine equity of access across areas, across relevant service types, and for workers from different cultures, etc

Is anyone better off?

Collecting statistics on the number of training participants who report positively on FWTDP achieving its core results

Method Used:

Via on the day and post event evaluation forms focusing on changes notice in the workers understanding / application of the core results areas AND in the principles of good practice they are based on, eg: 'the central importance of relationships', etc

For Example:

- 175 participants reported an increase in their capacity to notice / build on strengths
- 210 participants reported an increased understanding of evidence base and in their confidence to apply this to their work

Collecting statistics on the percentage of training participants who report positively on FWTDP achieving its core results

Method Used:

Using the data gained from the methods already stated and comparing this with the experience of all participants

For Example:

- (175 out of 300) = 58% of participants reported an increase in their capacity to notice / build on strengths
- (210 out of 300) = 70% of participants reported an increased understanding of evidence base and in their confidence to apply this to their work

Note: This information may also be collected via sample subsets that provide the basis for determining overall results, ie: if 58% of all those who completed evaluation forms report an 'increased capacity to notice and build on strengths' this is seen as a representation of the outcome for all training participants in this result area.

'Is anyone better off' is our new area of focus and review (it gives us the 'why' and helps highlight and inform areas for ongoing improvement in the 'what' we do / 'how' we do it)?!

Note: This type of information can be collected at 'a point in time' eg: for the 2006/7 year and/or to compare results over time, eg: 06/07, 07/08, 08/09. Comparisons over time give us the most meaningful information on how the service is going in our efforts for ongoing quality improvements.

FWTDP Performance Measures:

How much did we do?	How well did we do it?
<p>Number of L&D activities by type & location:</p> <ul style="list-style-type: none"> ○ Workshops ○ Forums/conferences ○ Reflective practice sessions ○ Trainer briefing sessions ○ Resources produced ○ Sponsored learning opportunities provided <p>Number of participants by:</p> <ul style="list-style-type: none"> ○ Location ○ Service type ○ Culture ○ Gender 	<p>Number and % of participants from priority / hard to access agencies and groups (eg: ATSI & CALD)</p> <p>% participant who report positively on:</p> <ul style="list-style-type: none"> ○ Presenter's presentation skills ○ Presenter's content knowledge & understanding ○ Learning environment ○ Participant learning style being accommodated ○ Felt challenged and stretched <p>Number and % of participants reporting positively on training event location / venue / catering</p> <p>Number and % of workshops / L& D opportunities cancelled (inc: analysis of reasons for cancellation)</p> <p>Number of agencies that make repeat requests to attend FWTDP L&D opportunities</p> <p>Number of workshops / L&D opportunities with high demand (high demand defined for location / L&D type)</p> <p>Number and % of workshops / L&D opportunities meeting promotion timelines (inc: analysis of unmet timelines)</p>
Is anyone better off?	
<p># of responses received via returned evaluation forms (forms provided to all training participants)</p> <p>(All responses received will be used as the subset to represent overall % outcomes for all participants)</p>	<p>% participants reporting (at end of session) that they learnt something new on evidence base and/or practice wisdom related to the topic</p> <p>% participants reporting positively (at end of session) on achieving one or more learning outcomes for the session</p> <p>% Participants reporting positively (4-6 weeks after training) on gaining:</p> <ul style="list-style-type: none"> ○ Increased ability to work in strengths based and capacity building approaches ○ Increased confidence to apply evidence base knowledge ○ Increase in conscious work practice <p>% Participants reporting positively (4-6 weeks after training) on having increased understanding of:</p> <ul style="list-style-type: none"> ○ Central importance of relationship ○ Flexible delivery of services how and where it best fits for the family / community ○ Attitude – worker is not the expert; family has it within themselves to determine their own lives and solutions ○ Facilitating independence of family/community <p>% participants for whom a key workplace person (supervisor, team member, co-worker) reports positively on their observations of the work practice of the training participant in the above areas</p>

How much did we do?

(Sample based on six [6] training events)

6 x L&D activities

By type & location:

- **3** x Workshops - CP area
- **1** x Workshop - Nep area
- **1** x Reflective practice sessions - Nep
- **1** x Workshop with follow up sessions - Nep

Number of participants by:

- **Participants by Location**

36% x Cumberland Prospect based services

64% x Nepean based services

- **Participants by Service type**

13% x Families NSW Project

44% x Children's Service

39% x Family Support Service

2% x Government Agency

2% x Other (Women's Service)

- **Participants by Culture**

5.6% x ATSI

11.3% x CALD

83.1% x Anglo

- **Participants by Gender**

98% x Female

2% x Male

Training Registration Forms & Event Evaluation Forms have been tailored to capture the information required to assess pre-set performance measures

How well did we do it?

% of participants from priority / hard to access agencies and groups (eg: ATSI & CALD)

5.6% x ATSI

11.3% x CALD

% of participants who reported positively on:

- **100%** x Presenter's presentation skills
- **100%** x Presenter's content knowledge & understanding
- **97%** x Learning environment
- **93%** x Participant learning style being accommodated
- **95%** x Felt challenged and stretched

100% x participants reporting positively on training event location / venue / catering

Number and % of workshops / L& D opportunities cancelled (including analysis of reasons)

(N/A for sample events ~ overall figures in this area are still to be collected)

Number of agencies that make repeat requests to attend FWTDP L&D opportunities

Approx 50% of agencies had sent workers to FWTDP events previously

Number of workshops/L&D opportunities with high demand (By event type & location)

3 x events full capacity registrations

(Event Types: Workshops x 2 / Reflective Practice x 1)
(Location: CP x 1 / Nepean x 2)

1 x workshop turned participants away because of over demand

(Event Type: Workshop / Location: CP)

Number and % of workshops / L&D opportunities that meet promotion timelines

100% x sampled events met promoted timelines

Is anyone better off?

93% x participants reported (at end of session) that they learnt something new on evidence base and/or practice wisdom related to the topic

99% x participants reported positively (at end of session) on achieving one or more learning outcomes for the session

Based on 22 post training participant evaluation forms (return rate = 24%)

% Participants reporting positively (4-6 weeks after training) on gaining:

- o **72%** x Increased ability to work in strengths based and capacity building approaches
- o **82%** x Increased confidence to apply evidence base knowledge
- o **86%** x Increase in conscious practice

% Participants reporting positively (4-6 weeks training) on having an increased understanding of:

- o **72%** x Central importance of relationship (when working with families / community)
- o **91%** x Flexible delivery of services (how/where to best fit services to needs of families/ community)
- o **72%** x strength based attitudes, ie: 'worker is not the expert; family has it within themselves to determine their own lives and solutions'
- o **82%** x Facilitating independence of family/community

Based on 17 x post training co-worker evaluation forms (return rate = 19%)

% participants for whom a key co-worker (supervisor, team member, co-worker) reports positively on their observations of training participant's work practice in these areas:

- o **88%** x Increased ability to work in strengths based and capacity building approaches
- o **82%** x Increased confidence to apply evidence base knowledge
- o **88%** x Increase in conscious practice
- o **53%** x Increased understanding of the central importance of relationship (when working with families / community)
- o **76%** x Increased understanding of the need for flexible delivery of services (how/where to best fit services to needs of families / community)
- o **59%** x Increased understanding of strength based attitudes, ie: 'worker is not the expert; family has it within themselves to determine their own lives and solutions'
- o **76%** x Increased understanding of importance of facilitating independence of family/community

New Post Event Evaluation Forms have been developed to capture the additional information required to assess pre-set performance measures (these measures align to what the evidence tells us about what contributes to best practice, quality support and the best outcomes for families)

Based on sample evaluation results what might be some areas for possible improvement or review?

Areas for potential review for the current year:

- › Investigate available figures on the proportion of male workers in the sector generally and assess if FWTDP male participant rates match these figures (if not explore strategies for training needs assessment and/or special promotion for male workers)

Areas for ongoing review:

- › Track and assess ATSI / CALD registrations over time (looking for increase (if not explore strategies for training needs assessment and special promotion for workers from ATSI / CALD backgrounds))
- › Track and assess the number of services making repeat registrations over time (looking for ongoing increase – if not investigate further and explore reasons and options for increasing promotion / repeat uptake)
- › Track and assess the number of post training evaluation forms being returned over time and aim for ongoing increase (ie: this is the newest area of FWTDP evaluation processes and may take some time and ongoing promotion to get participants on board)
- › Track and assess that the number of participants who report positively on training events is maintaining or increasing (if not recognise the need to investigate further and re-assess training strategies as required to improve outcomes for participants)
- › Track outcomes of new strategies put in place in previous period (eg: monitor and review ongoing stats for male participants and see what changes have occurred since implement new strategies)

The information collected through results based accountability evaluation processes informs the focus and priorities of the service's ongoing quality improvement strategy