



Stretch2Engage evaluation toolkit

Brief staff survey template

This document provides a template for a brief staff survey that helps organisations to assess service engagement capacity and to review the success of engagement processes. It can be used and adapted by organisations implementing the Stretch2Engage Framework. The survey forms part of the Stretch2Engage evaluation toolkit, which supports organisations to evaluate engagement initiatives.

The survey was developed by Lirata Consulting and is based on the organisational survey used during the evaluation of the Stretch2Engage Framework Pilot in 2019. The evaluation was commissioned by Queensland Mental Health Commission (QMHC) and was undertaken in partnership with Queensland Network of Alcohol and Other Drug Agencies, Queensland Alliance for Mental Health and Enlightened Consultants.

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The Stretch2Engage Framework

Stretch2Engage is a contemporary set of best practice principles to guide the engagement of people using mental health (MH) services and alcohol and other drugs (AOD) services, and their friends, families and supporters, in designing and re-designing services. Stretch2Engage acknowledges engagement as a human right fundamental to citizenship, as well as highlighting the benefits to services that engage effectively.

The Stretch2Engage Framework outlines principles and processes that organisations can adopt to offer more contemporary, inclusive and comprehensive engagement practice in direct service settings. Stretch2Engage's focus is not on therapeutic engagement, but on engagement in service design, improvement and evaluation.

Evaluation toolkit

Meaningful engagement asks organisations to think and act differently, which requires a significant investment of resources. It is important that organisations monitor and

evaluate the progress of their service engagement initiatives to:

- understand their engagement capacity and how it changes over time
- identify whether new engagement approaches are having positive outcomes
- learn from the engagement processes that are tested, and identify how to further strengthen them in future.

The Stretch2Engage evaluation toolkit is a collection of resources that helps organisations to monitor and evaluate service engagement initiatives. The toolkit includes:

- **a brief guide to monitoring and evaluation of service engagement initiatives**
- **Stretch2Engage Theory of Change**
- **organisational survey template**
- **a brief staff survey template**
- **service engagement capacity wheel template and instructions**
- **significant change story template and instructions.**

More information about the Stretch2Engage Framework and the evaluation toolkit is available at: www.qmhc.qld.gov.au/engage-enable/lived-experience-led-reform/stretch2engage.



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LIRATA LTD
www.lirata.com
contactus@lirata.com

About this template

Purpose

This brief survey is designed to help organisations collect summary information about staff views on the implementation of the Stretch2Engage Framework, and how it could be strengthened.

The brief survey can help organisations assess their service engagement capacity, and the extent to which staff see engagement initiatives as relevant, effective and sustainable.

Stakeholders

The survey is designed to be completed by organisational staff, including frontline staff, managers, and staff working in research, policy or corporate services roles.

Survey design

The brief survey is anonymous but asks respondents to indicate their role and length of time with the organisation. This allows data to be segmented by demographic variables. The brief survey focuses on quantitative items but also includes asks for brief qualitative feedback. Periodic use of the brief survey will enable quantitative items to be compared over time to identify changes in indicators of engagement capacity.

Estimated time to complete survey: Five minutes.

Adapt the survey

This template provides a starting point. We recommend adapting the wording and focus to fit your context. In a small team or organisation, you may want to remove some of the 'About you' questions to preserve anonymity.

SurveyMonkey® version

This brief survey template is also available as a SurveyMonkey® online survey. We can share a copy of this survey to other SurveyMonkey® accounts. Contact Lirata Consulting (03 94572547 / contactus@lirata.com) if you would like an online copy of the survey to use and adapt for your own purposes.

Further information

For further information about Stretch2Engage or the evaluation toolkit, contact **Queensland Mental Health Commission:**

Phone: 1300 855 945

Email: info@qmhc.qld.gov.au

Web: www.qmhc.qld.gov.au



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Stretch2Engage staff survey

Introduction

Welcome to the staff survey for evaluating the implementation of Stretch2Engage at [Organisation/Program].

The focus of this survey is on ways to better engage people accessing services, and their family members and supporters, in designing and improving services. We are keen to hear your views about how well engagement is working and how it could be strengthened.

The survey is anonymous. It will take around five minutes to complete.

We realise that different people have different views and different levels of knowledge about service engagement. Please answer as best you can from your own perspective.

Thank you for your participation

About you

1. What is your main role within [Organisation/Program]?

- | | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Frontline staff member | <input type="checkbox"/> Manager |
| <input type="checkbox"/> Quality / research / policy / service development worker | <input type="checkbox"/> Administrative / corporate services staff member |
| <input type="checkbox"/> Service user representative / consultant | <input type="checkbox"/> Carer representative / consultant |
| <input type="checkbox"/> Other (please specify) | |
-

2. Which [team/region] are you based in?

- Option A
- Option B
- Option C

3. How long have you worked within the service where you now work?

- Less than 6 months
- 6 months to 2 years
- 3 to 9 years
- 10 years or more



Your involvement and understanding of the Stretch2Engage Framework

4. How well do you feel you understand the Stretch2Engage Framework?

- Not at all
- Understand a little
- Some understanding
- Good understanding
- Very strong understanding

5. Overall, how would you describe your experience of Stretch2Engage and the associated engagement activities in [Organisation/Program] during the past [year/other time period]?

- Very negative
- Negative
- Mixed
- Positive
- Very positive
- N/A—not involved enough to comment

Engaging people in designing and improving services

In this survey, ‘service engagement’ refers to service providers that are meaningfully engaging people who use services, and their supporters, in designing and improving services. This could include processes for gathering feedback, for including people in reflection and evaluation of programs, for jointly designing new services, and more. It does **not** refer to therapeutic engagement, i.e. the engagement of people in treatment.

‘Supporters’ refers to family members, friends and other natural supports of people using services.

It’s important for us to know what [Organisation/Program] is doing in the area of service engagement, and how (if at all) this has changed since they have started using the Stretch2Engage Framework.

6. Please list the strategies currently used in your team/service to engage people accessing services, and their supporters, in designing and improving services. (If you can’t think of any, write ‘Unsure’.)



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Impacts of using Stretch2Engage

We are interested to know how successful you think using Stretch2Engage has been for [Organisation/Program].

7. What effect do you think the Stretch2Engage Framework has had on [Organisation/Program]’s service engagement capacity in the following areas?

	Decreased a lot	Decreased a little	Made no difference	Increased a little	Increased a lot	Don’t know
a. The ability to engage a diverse range of people who use services, and their supporters, in issues around service design and improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The range of engagement strategies that we have been able to use to access the thinking of people who use services, and their supporters, about service design and improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The extent to which the views of people who use services, and their supporters, influence decisions about service design and delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Stretch2Engage has changed the way our service thinks about engaging people who use services, and their supporters, in designing and improving services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Have you experienced any of these aspects of service engagement in your work at [Organisation/Program]? (Select the most recent applicable option)

	No	Yes— more than one year ago	Yes— 4 to 12 months ago	Yes— 2 to 3 months ago	Yes— within the last month
a. I have had a meaningful, in-depth conversation with a person who uses services, or supporter, about how our services could be improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I have been involved in a discussion within my team/service in which the views of people who use services, or their supporters, have been presented in their own words and constructively considered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



9. How strongly do you agree or disagree:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The views of people who use services are as important as the views of staff when deciding how services should be designed and delivered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service engagement capabilities

Service engagement works best when supported by skills, knowledge and organisational systems and resources. We are interested to know whether you see these are currently in place within [Organisation/Program].

10. How strongly do you agree or disagree:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I understand what service engagement would be like if it was working well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I have the skills needed to meaningfully engage people who use services in processes of service design and improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I receive support and guidance to improve the way I engage people who use services, and their supporters, in discussions about service design and improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Is there anything else you would like to tell us about service engagement in [Organisation/Program] or about Stretch2Engage?

Thank you

Thank you very much for sharing your thoughts about Stretch2Engage and [Organisation/Program]’s level of service engagement capacity. Your input will help shape how service engagement develops in future.

