



Stretch2Engage evaluation toolkit

Organisational survey template

This document provides a template for an in-depth stakeholder 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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About this template

Purpose

The survey is designed to help organisations collect detailed information about stakeholders' views on the implementation of the Stretch2Engage Framework, and how it could be strengthened.

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

Stakeholders

The survey is designed to be completed by organisational staff, service user representatives, carer representatives, managers and board members.

Survey design

The 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 survey includes a mix of qualitative and quantitative items. Periodic use of the survey will enable quantitative items to be compared over time to identify changes in indicators of engagement capacity. Survey data can also provide rich feedback about why people have certain views.

Estimated time to complete survey: 10-20 minutes depending on questions selected

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. The survey contains many questions and we recommend you select those most relevant to your own context.

SurveyMonkey® version

This 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

TABLE 1 RELATIONSHIP BETWEEN SURVEY QUESTIONS AND EVALUATION DOMAINS

| DOMAIN | RELEVANT SURVEY QUESTIONS |
|---|--|
| 1. Appropriateness | 6, 7, 15, 16, 17, 18, 20 |
| 2. Effectiveness (incl. engagement capacity and practice) | 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 21 |
| 3. Process and stakeholder experience | 4, 5, 6, 7, 17, 18, 20 |
| 4. Sustainability | 22, 23 |



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Stretch2Engage organisational survey

Introduction

Welcome to the 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 between 10 and 20 minutes to complete, depending on how much you write.

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"/> Service user representative / consultant | <input type="checkbox"/> Carer representative / consultant |
| <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"/> 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



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Your involvement and understanding of the Stretch2Engage Framework

Everyone is at different points in their skills in and knowledge of the Stretch2Engage Framework and service engagement. We're interested to know where you are at currently.

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. How involved have you been with the Stretch2Engage Framework?

- ☐ Not at all
- ☐ Have heard about Stretch2Engage, but not directly involved
- ☐ Involved a little
- ☐ Involved quite a bit
- ☐ Involved very strongly

6. 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

7. What has led to you having this view?



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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.

8. 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'.)

9. How strongly do you agree or disagree:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. 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"/> |
| b. Stretch2Engage has changed the strategies our service uses to engage 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"/> |

10. Please describe any changes you have noticed in [Organisation/Program]'s thinking and strategies for service engagement.



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Impacts of using Stretch2Engage

Stretch2Engage aims to strengthen the capacity of organisations to meaningfully engage people who use services, and their supporters, in designing and improving services. We are interested to know how successful you think using Stretch2Engage has been in these areas for [Organisation/Program].

11. In your view, what have been the most important outcomes of Stretch2Engage at [Organisation/Program]?

12. Have there been any negative outcomes for [Organisation/Program] from implementing Stretch2Engage? If so, please describe.

13. 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 quality of meaningful engagement that we have been able to foster in service design and improvement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. 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"/> |
| d. 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"/> |



14. 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"/> |
| c. The way I undertake my work has changed as a result of feedback received from people who use services, or supporters. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

15. What aspects of Stretch2Engage have been *most* helpful in creating positive change at [Organisation/Program]?

16. What aspects of Stretch2Engage have been *least* helpful in creating positive change at [Organisation/Program]?



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Service engagement views and concerns

People have many different views about service engagement. People sometimes have concerns about whether it is practical or beneficial to engage people using services and their supporters in service design and improvement. We are interested to know if you share any of these views and concerns.

17. How strongly do you agree or disagree:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. Staff need to take responsibility for ensuring that the perspectives of people who use services, and their supporters, are heard within our organisation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Service engagement takes resources away from more important work. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Service engagement leads to improved services and better outcomes. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Service engagement is difficult and is best left to experts (for example, staff with specific engagement roles, or paid service user representatives). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Many people who use our services will be keen to contribute to improving services if we can provide the right opportunities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Doing my job involves 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"/> |
| g. 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"/> |

18. If you have concerns about service engagement processes, how do you think these issues can best be managed?



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Team culture

Services have cultures and priorities that can help or hinder service engagement.

19. How strongly do you agree or disagree:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. It feels safe within our team to air different views and disagree with each other. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Staff in our team/service tend to prefer to do things the way they have always been done. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Our team/service tends to fit service engagement in around other activities when convenient. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Staff in our team/service would readily accept a situation in which people who use services had the power to shape the way that our services are delivered. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

20. What do you think are the biggest barriers in trying to improve service engagement in your team/service?



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Service engagement capabilities

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

21. 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 know what is expected of me by [Organisation/Program] in the area of service engagement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. 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"/> |
| d. I feel confident to have open conversations with people who use services, and their supporters, about how services can be designed and improved—even if I don't agree with them. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. 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"/> |
| f. [Organisation/Program] makes it a priority to engage people who use services, and their supporters, in service design and improvement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. I have time within my role to seek out and hear the views of people who use services, and their supporters, about the way that services are designed and delivered. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. If I was not undertaking service engagement activities with people who use services, this would be noticed and followed up with me by management. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Leaders in my area of the organisation model meaningful engagement with people who use services, and their supporters, in service design and improvement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Looking ahead

22. How easy do you think it will be for [Organisation/Program] to sustain any improvements it has achieved through using Stretch2Engage?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ A little difficult
- ☐ Somewhat easy
- ☐ Very easy

23. In future, how could [Organisation/Program] continue to strengthen the way it engages people who use services, and their families, friends and supporters, in designing and improving services?

Final thoughts

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

Thank you

Thank you 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.



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