

Midland Regional Mental Health and Addiction Single Session Family Consultation Workshop Evaluation Report



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1. Executive Summary:

The Midland Regional Mental Health and Addiction (MRMHA) Team have invested significantly in supporting the Midland District Health Board (DHB) areas implementation of the Supporting Parents Healthy Children (SPHC¹) framework.

In order to support implementation of the framework, our Leadership Networks agreed that a series of workshops would be run to support practitioners and services working with whānau. We selected the Single Session Family Consultation (SSFC²) method, recommended by Werry Workforce Whāraurau and Matua Raki, as it is quick, easy to implement and use, and is effective in assisting whānau to identify issues and to work to resolve them.

From August through November 2018, we ran a series of seven SSFC workshops in Taranaki (2), Bay of Plenty (2), Waikato (1), Lakes (1) and Hauora Tairāwhiti (1). (Please note that one of Taranaki workshops was a pilot workshop that was not included in our evaluation.)

The workshops were attended by a total of 100 Participants, from a range of services, disciplines and backgrounds. An overwhelming majority provided very positive feedback about the training and there were a number of requests for more training and support.

Based on the information we gained through running the workshops, the MRMHA team have been supporting DHB areas to further implement of SPHC in the region.

Summary of Recommendations:

Throughout the workshops we collected many comments about implementing SSFC and SPHC. These are summarised below.

Implementation:

- We need to be training Māori-centric Kaupapa models, rather than models brought in from overseas for use with whānau. Where we are using overseas models, there needs to be more consideration towards working with Tangata Whenua
- **Use Bay of Plenty (BOP) Self-Assessment to check and track implementation**
- Ensure that adequate supervision and support is in place for practitioners working with whānau

Continuity:

- Support SSFC as the key intervention in the implementation of the SPHC Guideline
- Develop Whānau Practice Hubs to train and support practitioners working with whānau
- Train and support local Trainers

A full list of Regional Recommendations can be viewed in [Section 4](#).

The Midland Regional Mental Health and Addictions team would like to thank all of those who participated so meaningfully in the workshops. We trust that you will be able to see your thoughts and views reflected in the local reports. Furthermore, we hope that the reports assist you to develop and deliver more treatment, more effectively.

We also wish to thank Bronwyn Dunnachie (Werry Workforce Whāraurau), Andrea Rowe (formerly of Tui Ora, Taranaki) and Beth Thomas (Bay of Plenty Community Mental Health Team), all of whom gave up many hours and other resources to support in co-delivery of these workshops.

¹ [Supporting Parents Healthy Children Guideline \(MoH, 2015\)](#)

² [Single Session Family Consultation \(Bouverie Centre\)](#)

2. Introduction:

2.1. Background

Embedding family and whānau-focused practice in all services and organisations is the overarching aim of SPHC.

In order to meet the SPHC Essential Elements (by June 2018), *“Families and whānau (including children) [will be] included in appointments with staff – as and when appropriate. Staff within services [will] feel confident and competent to involve whānau (including children) in appointments when appropriate”* (p.25). In order to meet the SPHC Best Practice Elements (by June 2020), it is expected that *“Service users who are parents [will] come in contact with a workforce that has had comprehensive training and support to work in a family and whānau-focused way. Staff [will be] confident and competent to address the needs of children of parents with mental health and/or addiction issues”* (p.27).

Single Session Family Consultation is a practice method recommended by the National Workforce Centres, Werry Workforce Whāraurau and Matua Raḷi. In February 2018, the Midland Regional Mental Health and Addiction Leadership Network agreed that utilisation of the method would assist DHB areas to become better equipped to deliver services for whānau, as defined within SPHC and recommended by the Workforce Centres. On that basis the MRMHA team planned and ran a series of SSFC Workshops from August through November 2018, across the region.

Assisted by a number of co-trainers in the method (Bronwyn Dunnachie, from Werry Workforce Whāraurau; Andrea Rowe formerly of Tui Ora, Taranaki; and Beth Thomas, from Bay of Plenty Community Mental Health Team), the MRMHA team ran a series of seven, one-day SSFC workshops in Taranaki (2), Bay of Plenty (2), Waikato (1), Lakes (1) and Hauora Tairāwhiti (1). (Please note that one of Taranaki workshops was a pilot workshop that was not included in our evaluation.)

The following report provides demographic information of the participants of the workshops; evaluation of the workshops; and makes recommendations to support the ongoing implementation of the SPHC throughout the Midland Region.

2.2. Workshop Overview:

The aim of the workshops is for participants to be able to conduct Single Session Family Consultations. The workshops trained participants to:

- Understand the Single Session work and Family Consultation frameworks that underpin SSFC
- Convene a SSFC session including negotiating the participation of the service user and their whānau
- Conduct a SSFC session including assisting whānau to identify and address their needs
- Undertake follow up contact after a SSFC session
- Identify how you can incorporate SSFC in practice

The workshops utilise a range of media, including written materials, kōrero, video, role-play and live evaluation of each participant’s practice. By the end of the workshops, the vast majority of participants expressed confidence and willingness to undertake SSFC with whaiora and whānau in their practice and this was certainly the case with the workshop series that we conducted.

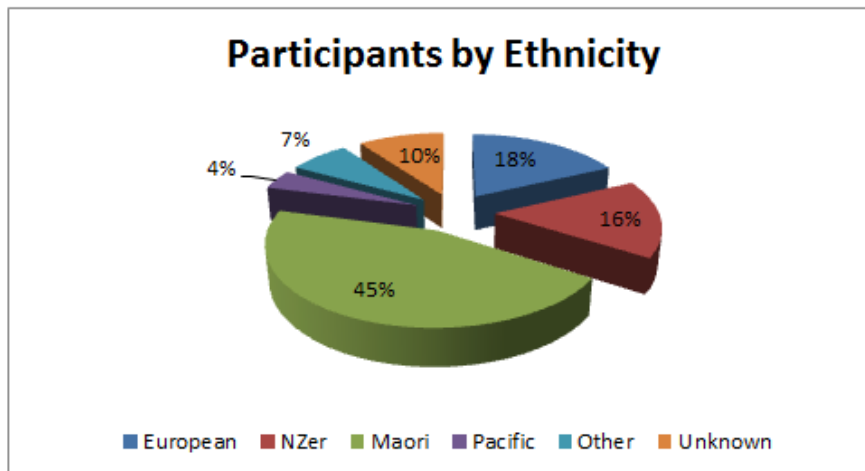
3. Workshop Participant Information:

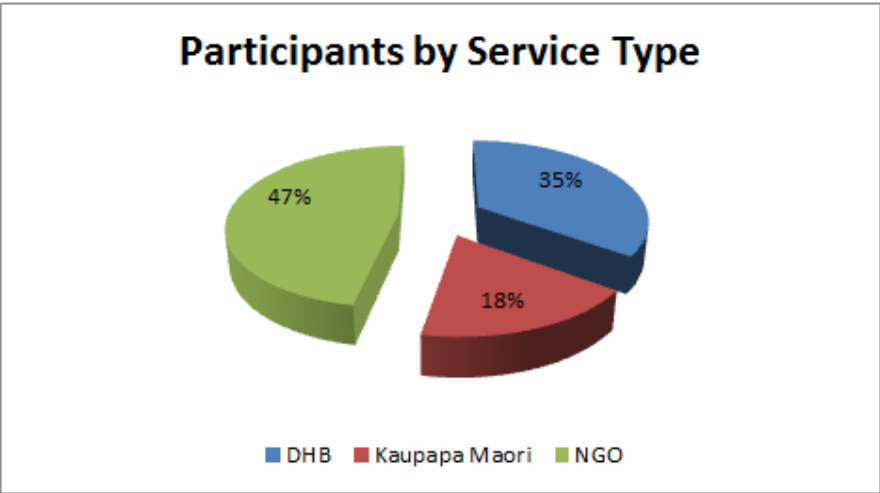
3.1 Participant Demographics

A total of 100 participants attended the seven workshops across the region between September and November 2018. The workshop size for each DHB Area is as follows:

DHB Area	Number Participants	Evaluations Returned
Bay of Plenty 1	16	16
Bay of Plenty 2	14	14
Tairāwhiti	18	16
Lakes	17	16
Taranaki 1	5	0
Taranaki 2	15	14
Waikato	15	15
Midland	100	91

The following tables provide a regional snapshot of the demographics of the attendees. Due to the size of the workshops (<20 participants) there was no significant variation from DHB area to DHB area. (Please note that the Taranaki 1 workshop was a pilot workshop that was evaluated in-house at Tui Ora and is therefore not included in our evaluation):

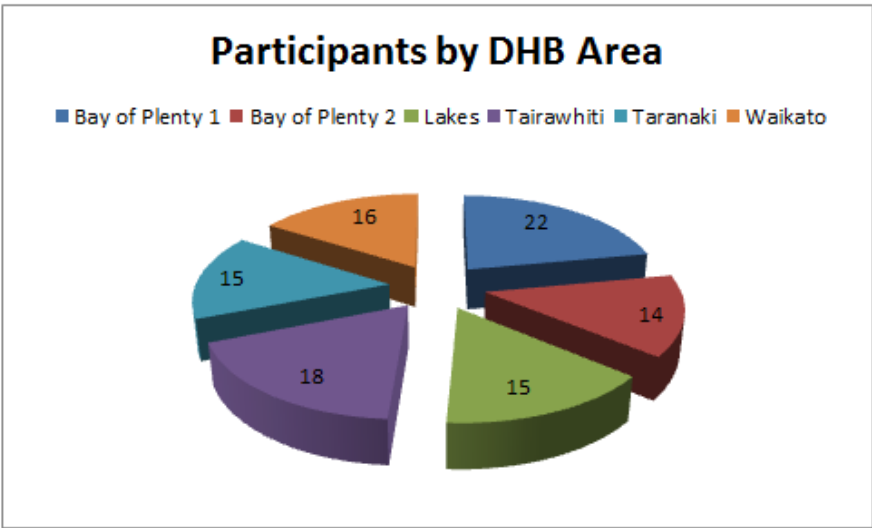


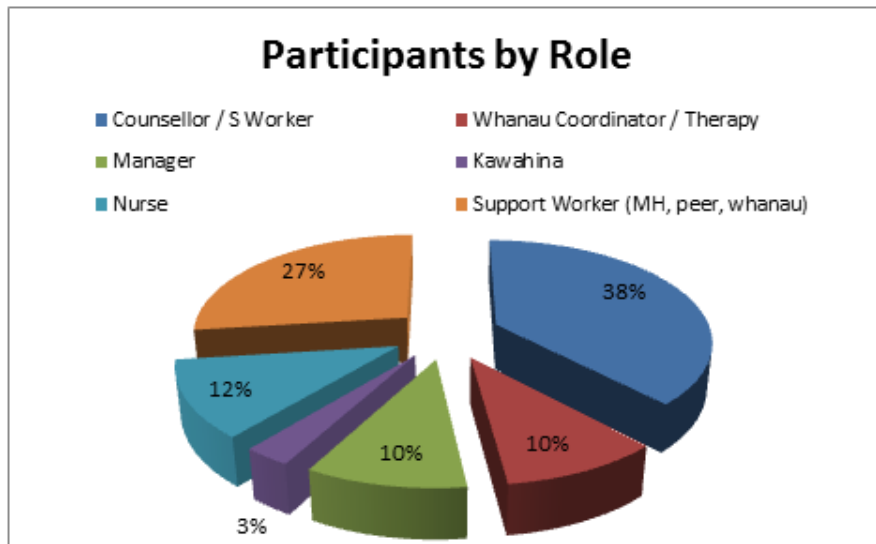


There was some interesting ‘Participants by Service Type’ variation regarding Provider Arm take-up of the training that is worth consideration.

Area	DHB	NGO	Kaupapa Māori
Bay of Plenty 1	5%	67%	28%
Bay of Plenty 2	9%	54%	37%
Lakes	40%	60%	-
Tairāwhiti	47%	32%	21%
Taranaki	80%	13%	7%
Waikato	25%	75%	-
Midland	35%	47%	18%

It is likely that NGO attendance in Taranaki was lower because there had already been several trainings held at Tui Ora. However, the Taranaki DHB attendance level was definitely enthusiastic.





3.2 Participant Feedback:

Formal feedback regarding the workshops was provided by 91 participants (91%). The feedback was overwhelmingly positive, scoring an average of 4.5 out of 5 across four criteria (Content of the Training (scoring 4.3 out of 5); Facilitator (4.6); Process and Environment (4.6); and You the Participant (4.5).

The full workshop evaluation can be viewed in [Appendix 1](#).

In terms of commentary about the workshops, some of the more positive comments were:

"I loved the way it was facilitated, videos, role play, no death by PowerPoint." [BoP (ii) workshop attendee]

"[It was] really helpful to have a structure to follow [and] something to refer to. We all do the mahi but this will help to improve / adapt current process" [Waikato workshop attendee]

"A good framework to make your own. The idea of being able to bring whānau in to short-term therapy." [BOP (i) workshop attendee]

Some of the more critical comments were:

"Need to have a NZ context to it. Include cultural content as we have a large number of patients that are tangata whenua." [Waikato workshop attendee]

"[The training] could be held over two days - a lot to cram into one day." [Waikato workshop attendee]

"SSFC needs to be promoted & practiced more. [It] would be good to attend further training a more advanced level to continue growth & skill upgrade." [Hauora Tairāwhiti workshop attendee]

Full feedback commentary broken down by Workshop and DHB area can be viewed in [Appendix 2](#).

The MRMHA Team welcomes all feedback and we always work with that feedback to improve future Workforce Development.

3.3 Return on Investment:

The overall cost of the workshops was \$7310.43, averaging out at \$73.10 per participant.

The highest cost per person (\$117.54) was for Bay of Plenty workshop two, as the venue and catering costs were sourced externally where as with workshop one was held in-house at BOP DHB at no charge. There were also six registered participants who did not attend on the day for various reasons.

The lowest cost per person (\$49.04) was for Lakes. Several factors contributed to the lower costs such as the workshop was held on site at Lakes DHB and the accommodation costs were low.

The full details of the Return on Investment can be viewed in [Appendix 3](#).

4. Recommendations:

The following recommendations are a Regional Summary based on what we heard from participants, shaping our thinking on how best to support the SPHC kaupapa. For the purpose of this report we are focussing particularly on supporting SSFC practice.

Implementation:

- We need to be training Māori-centric Kaupapa models, rather than models brought in from overseas for use with whānau. Where we are using overseas models, there needs to be more consideration towards working with Tangata Whenua
- **Use BOP Self-Assessment to check and track implementation**
- Ensure that Supporting Parents Healthy Children (including SSFC) is on team meeting agendas and regularly check that progress is being made
- Ensure that adequate supervision and support is in place for practitioners working with whānau.

Continuity:

- Support SSFC as the key intervention in the implementation of the SPHC Guideline
- Develop Whānau Practice Hubs to train and support practitioners working with whānau
- Train and support local Trainers
- Develop an ongoing Training Plan
- Support supervision (individual and group) to practice working with more complex and diverse whānau issues.

Appendix 1: Regional Workshop Evaluation

Single Session Family Consultation Workshop – Midland

Total Participants 100
 Total Evaluations 91
 Scale 0.5
 Max to show 5

	Not good, staff unhappy
	OK but keep an eye on this
	Good replies - keep it up

□

Content of Training Session	1	1.5	2	2.5	3	3.5	4	4.5	5	Avg	Aggregated Data
Overall rating	0	0	1	0	9	0	35	0	46	4.38	
Content was what I expected	0	0	1	0	8	0	35	0	47	4.41	
Is directly applicable to my job	0	0	2	0	16	0	32	0	41	4.23	
I found value in the resource materials	0	0	1	0	8	0	35	0	46	4.40	
Facilitator	1	1.5	2	2.5	3	3.5	4	4.5	5		□
Overall Rating	0	0	1	0	5	0	29	2	54	4.53	
Demonstrated knowledge of content	0	0	2	0	3	0	24	2	60	4.59	
Generated my interest in the content	0	0	1	0	8	0	30	2	50	4.45	
Instructors interest in participant	0	0	1	0	2	0	24	2	62	4.65	
Process / Environment	1	1.5	2	2.5	3	3.5	4	4.5	5		□
Registration process was easy	0	0	1	0	3	0	33	0	53	4.53	
Location	1	0	1	0	6	0	21	0	62	4.56	
Facility where forum / meeting delivered	0	0	1	0	7	0	22	0	61	4.57	
You the participant	1	1.5	2	2.5	3	3.5	4	4.5	5		□
I was fully present and actively participated	0	0	2	0	4	0	35	1	49	4.46	
My co-participants were actively involved	0	0	1	0	3	0	32	1	54	4.58	
I feel confident to be able to feedback to others	0	0	1	0	3	0	32	1	53	4.54	

Appendix 2: All Comments from Evaluation Questions

Bay of Plenty DHB (i):

What did you find most interesting?		What would you like more info on?	Any further comments	Would you recommend to others?
I enjoyed the feedback, input from other participants. The presenters were on point and kept time well. Role playing was helpful	Learning, then practicing was helpful	Real examples of how this has been used and what was the outcomes. Kiwi examples	Follow up training would be good to discuss our experience with implementation	Iwi practitioners
Good overall	The whole kaupapa	How will the idea be resourced?	It was great to learn → then practice	Other kaimahi in the field
A good framework to make your own. The idea of being able to bring whanau in to short term therapy	Everything	Documentation	Great food. Writing on some of the slide (in handouts) were too small to read	Colleagues
Fishbowl exercise and identifying our skills and resources	The practice process, responses, feedback	Case studies, experience using this method shared by facilitators and or colleagues	Thank you very much, very enjoyable	Team
Learning the skills, structure & flexibility of the process	All to today's education. Fishbowl: seeing how this works and using this. On reflection I will think of more - great day	Liked a little more on a cultural process that remains time limited	Didn't particularly like the videos. Her facilitation was quite long and drawn out. Would like NZ videos	Colleagues and friends
The structure - how it is a clear process with flexibility to practice it in a way that works with difference	Role play & fish bowl exercise & other participant contributions	Using the process with Maori but really appreciated the conversations & slides in the pack	Facilitators approachable, punctual. Created a positive atmosphere.	very good, thank you
Leamt some strategies during role play & new ways of respectfully interrupting	Role play& reinforcing profession practice	At this stage only how to see this implemented and used in my current role	Thank you Steve & Beth for a great day you did really well. Great teaching & facilitating.	Other workers new to roles
		Dealing with conflict & less articulate whanau	Nice ?? I liked that you valued what we bring to the table also	
			Great workshop	
			Further training / knowing	

Bay of Plenty DHB (ii):

What did you find most interesting?		What would you like more info on?	Any further comments	Would you recommend to others?
Sharing knowledge, having others ways of engaging. Need to include Maori world view, how do you know people understand the engagement?	Role play activities, video is very informative. Learn some skills of facilitation in whānau friendly practice	More time for K/M information & intervention. How do mainstream services engage with Maori	Some participants were very disrespectful of trainers & left 1hr early. Disrupted training at times by not actively participating. Suggest maybe setting some guidelines / boundaries at beginning of session	Yes
Structure of the SSFC	Process of juggling the family dynamics	Cultural perspective	Marked 2 for "I was fully present & actively participated" saying: Only because of my own head space	No
Good networking opportunity. Liked the structure of the model, clear steps to follow process. Online & pre-reading good preparation	I enjoyed the small group role plays as more opportunity to practice/give feedback more so than the fish bowl exercise	Language / words - good professional communication to learn "language" as am new to role	Found the role plays great but felt me needed more time on each role play or one more role play that was longer	
The core content, enjoyed the videos, loved the facilitators	I loved the way it was facilitated, videos, role play, no death by PowerPoints	As Maori as. Our conversation	Shorter videos / longer role play / reflection	
SSFC concepts and approach	Co-participant feedback / observations	It was enough	Found it a bit difficult to hear (large room) other participants contribution	
	Great training, don't forget Maori lenses	Great facilitators, friendly engaging & non threatening in participation & role plays	Mauri ora	

Lakes DHB:

What did you find most interesting?		What would you like more info on?	Any further comments		Would you recommend to others?
Participants willingness to role play	Use a business model, cutting to the chase. Interrupting respectfully, frameworks articulated	How is this framework enhancing current practice in ADD / MH Sector	Needs to be everyday practice across the sector	Examples between family therapy and SSFC	Yes, social workers / iCAMHS staff
The SSFC techniques	Strategies for managing conflicts during hui	How those who don't work directly with tangata whaiora would support this process	I support whānau directly and am excited about clinicians being more on board. More about children under 16yrs community MHS	Can the handout be numbered and the session map clearer to read	Other co-workers to establish a buddy ??
Session practice / role plays	The role plays were surprisingly interesting	More difficult family engagements being managed by experience facilitators	Great training, thanks	Enjoyed the role plays	Great training - Steve & Bronwyn are fantastic, knowledgeable & very inclusive
Networking with other providers	The training provided tools to enhance engagement in family consultation that is valuable	Cultural aspects - for child focus as well. (I understand these are being developed)	Awesome training - thank you. Can't wait to practice & maybe champion this	Would like to continue similar training re/heater	
Role plays, Discussions, / feedback from other participants	All of the lesson was well presented, having the role play in the class helped a lot	Pre-online training that was suggested, was very difficult to locate and overly extensive reading	I think videos relevant to Aotearoa would be more captivating	The scenario utilised required more into eg. History of dent, family dynamics, medication to be able to discuss it	
Reflecting processes and role play was very effective with the workshop	Techniques, opening sentences, videos were awesome	Nil recommendation - send training at 2 weeks earlier. I was unable to complete due to hui	Changing roles in role play frequently was a bit disconcerting	All services should complete this training	

Hauora Tairāwhiti:

What did you find most interesting?		What would you like more info on?	Any further comments	Would you recommend to others?
How applicable it was to my current role in Te Kuwatawata	Role plays - putting theory into practice	Le Va - Pacific Cultures	I found the context of this training very useful & valuable for my workplace	Everyone working with whānau
It was all very challenging, especially the role plays alongside my colleagues (clinician/counselors/community support workers)	Enrolling whānau in son's recovery, negotiating a way forward; facilitator role & overview, coaching effective communication	Align content with Mental Health as well	SSFC needs to be promoted & practiced more. Would be good to attend further training a more advanced level to continue growth & skill upgrade	Te Hiringa Matua / Te Aka Ora
Role plays as a larger group	The handout - specifically on effective communication (facilitation)	More of the role play videos on "mental health" as we view AOD today	I would like to attend another workshop involving Maori & Pacific facilitators/therapists	Anyone involved with families within schools & community - STAND children's health camp
Role plays, interesting & challenging	Enrolling whānau in son's recovery, negotiating a way forward; facilitator role & overview, coaching effective communication	More culturally appropriate resources which are coming	Should have greater representation from in-patient unit, iCAMHS, Te Hiringa Matua etc	iCAMHS
How the facilitator presenter handled herself and the way she acted towards situation	That the SSFC provides a great structure for interaction with whānau	How to reconcile broken whānau relationships	Thank you so much for today. You have gifted us more tools to our kete. Nga mihi kōua	To our iCAMHS tea
Facilitating family therapy	Role plays - learning together in groups tools to being active facilitators while learning to meet whānau needs	New videos	Time & engagement needed in preparation for this very relevant	Anyone working with whānau
Appreciated the 'structure' of what we often do everyday	The approaches used by the video facilitation and people as a group	Sorry I didn't get the link to video's - my fault	Maybe tailor to mental health not just addiction	I feel Probation & Oranga Tamaki would benefit from these workshops
Structure and process of a SSFC	The turn out- attendance	Examples of different scenarios	Great learning curve. Where to from here?	
The support given to this kaupapa by clinicians & support workers	I enjoyed all the content of the programme	More videos on this	Thank you for sharing this kaupapa. I enjoyed the insights	
I felt the role playing quite interesting and the differing approaches		All good for one day workshop	Like to see re visits of more workshops	
			Appreciate the support given to implementing SPHC guidelines here locally	

Taranaki DHB:

What did you find most interesting?		What would you like more info on?	Any further comments	Would you recommend to others?
Presentation, role plays and skills of presenters	All of it	Please email the link to website for information / articles, thanks	Thank you. Enjoyed the role plays surprisingly	Other clinicians
The focused meeting being a good way to move families forward	The level 2 on the pyramid is achievable. Level 3 seems too daunting	Can't think of any right now	Registration forms would have been better if able to fill out on computer	Other clinicians within AOD
Role playing process	Role play and practice		Awesome training! Cannot speak highly enough of Steve & Andrea A+++	To all
Role play helped engage in material relevant to our practice	The structure of the meeting practice		Rooms was a bit stuffy, hard to concentrate at the end	Whole MH&A
All very good	Role play		Very good workshop	Community mental health team
Cutting to the chase - importance of scoping & confirmed my views	A good model of not only mental health		The role plays were actually really useful in terms of observing how it may work	Inpatient Staff - All staff
Learning skills (tricks) for managing challenges	Very well done Andrea & Steve		More training in New Plymouth	
It's very similar to what we've been prompting for some years but with limited traction. I believe there needs to be expectations of use set to generate momentum for this to become normal practice			Maybe content could have been more condensed to half day training? More staff could have attended then	
			Liked having a practical model & process to work from	

Waikato DHB:

What did you find most interesting?		What would you like more info on?	Any further comments	Would you recommend to others?
New structure and articulation of technique	The whole SSFC concept, particularly the convening stage to be able to facilitate appropriately	How BOP DHB are delivering the training in their DHB	Thank you, it was very helpful	Health workers in the youth sector
How to be a facilitator in the process of bringing family together and how to structure an effective family meetings	Taking part in the role plays and being able to put on the hat of all the role players	Working with tangata whenua and their culture	Need to have a NZ context to it. Include cultural content as we have a large number of patients that are tangata whenua	WDHB MHAS & colleagues
Role play, the whole picture scenario from start to finish	Role plays	When first reading the email it wasn't clear what you were offering training about	Thank you. I do feel confident to be able to facilitate a session	People who haven't had a lot of experience working with the family of a client
Structure / format of the session, creating an agenda keeping focus. Powerful process unfolding with hope for change	He process of SSFC and the structure to it. What the point of the sessions are	Role play. Give cue cards that set the scene	It was interesting as I am a family therapist so having to reign that in during role plays as these aren't therapy sessions	Barnados, Family Start
I enjoyed the role plays. Different perspectives, interactive and fun	Learning some structured ways of working with our residents whanau and gaining tools to help with that process	Thank you! Invaluable learning, great atmosphere, kind facilitators - I felt welcome	Could be held over two days - a lot to cram into one day	The rest of our team
Really helpful to have a structure to follow something to refer to. We all do the mahi but this will help to improve / adapt current process	Learning the process			

Appendix 3: Return on Investment

Total Participants	BOP 1 20	BOP 2 14	Lakes 17	Tairawhiti 18	Taranaki 15	Waikato 16	Totals 100
Venue & Catering	\$ 517.39	\$ 989.20	\$ 368.90	\$ 939.13	\$ 444.78	\$ 843.48	\$ 4,102.88
Facilitator	\$ 259.00	\$ 259.00	\$ 259.00	\$ 259.00	\$ 259.00	\$ 259.00	\$ 1,295.00
Facilitator Accommodation	\$ 247.82	\$ 247.82	\$ 130.00	\$ 459.00	\$ 240.00		\$ 1,324.64
Other (incl 10% overheads)	\$ 102.42	\$ 149.60	\$ 75.79	\$ 165.72	\$ 94.38	\$ 110.25	\$ 587.91
Total	\$ 1,126.63	\$ 1,645.62	\$ 833.69	\$ 1,822.85	\$ 1,038.16	\$ 1,212.73	\$ 7,310.43
Per Person Cost	\$ 56.33	\$ 117.54	\$ 49.04	\$ 101.27	\$ 69.21	\$ 75.80	\$ 73.10

Note: Facilitator costs include: Midland team travel costs & hourly rate