## Additional file 3 - Online survey

 



**On-line Survey**

**Nepean Blue Mountains Partners in Recovery**

**(NBM PIR) Evaluation**

 **Survey items (n=45) correspond with the following relevant PLM components:**

**Inputs = questions 1-4 (PLM 1.2, 1.3, 1.4, 1.6)**

**Activities = questions 5-8 (PLM 2.1, 2.3)**

**Outputs = questions 6, 8-11 (PLM 3.1, 3.2)**

**Outcomes = questions 12-14 (PLM 4.1, 4.2, 4.3)**

**Impacts = questions 15-16 (PLM 5.1, 5.2)**

*The following survey is designed to gain information on your interaction with the Partners in Recovery (PIR) program in the Nepean Blue Mountains area. This information will be used to inform the ongoing operations of the program*

*Completing this survey will be taken as your consent for participation.*

**The following survey will take approximately *15* minutes to complete**

We are seeking information related to your “primary” role with Partners in Recovery (PIR). If you wish to also respond in another role please indicate at the end of the survey with your contact details and the Research Officer will provide an additional survey for you in respect to that role.

**At the end of the survey you can tell us if you would like to also take part in an interview. If you provide your contact details the research officer will contact you to make suitable arrangements.**

**Please provide one response for each of the following**

I am: Female Male

My age group is:

18-30

31-50

> 51

My primary involvement with Partners in Recovery in the Nepean Blue Mountains area is as a: Consumer

Carer

Community representative

Board/ Management/Staff of one of the consorting organisations/partners/agencies

Which stakeholder organisation?

PIR Lead Organisation (including support facilitator) Local Health District

Community Clinical Mental Health Team

Personal Helper and Mentors (PHaMS)

Housing and Accommodation Support Initiative (HASI) Day program provider

Sustenance and short term shelter provider

Housing

Employment

Drug and Alcohol Disability services Legal Services

Other (please specify)……………………………………………………………………………………………….

What is your role?

Board

Management

Staff member Health care provider: Psychologist

Counsellor

Psychiatrist

General Practitioner

Nurse

Allied health

Other role not included above (please specify) …………………………………………………………………

In what capacity are you responding (please tick one)?

As an individual

As a representative of your organisation or discipline

If you wish to respond in both capacities, please complete details at the end of the survey so an additional survey can be provided to you

You will now be directed through the survey according to the information you provided above.

**1.** *Consortium and other service provider stakeholder Board, staff and management*

The Partners in Recovery Program seeks to create a strong culture with good management and governance structures.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The organisation and managementof Partners in Recovery is open and transparent including in its reporting | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The management and oversightstructures for Partners in Recovery enables effective and efficient management | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Could you comment further on the management and governance practices of PIR?

………………………………………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………..

**2.** *PIR Consortium staff and management*

Partners in Recovery seek to draw on expertise from across its region. The staff working on

Partners in Recovery are crucial for the delivery of PIR services.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I have a clear jobdescription | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| My daily work practicesmatch my defined role | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

**3.** *Consumer/community group reps, consumers and carers*

Partners in Recovery seek to engage consumers and community members in all its work. Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Consumers are consulted byPartners in Recovery | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Consumers have enough opportunityto provide feedback in order to improve Partners in Recovery in the Nepean Blue Mountains area | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Could you comment further on your interaction with Partners in Recovery?

…………………………………………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………………

**4.** *PIR Consortium management and staff*

The use of technology including information technology underpins the efficient operations of the

Partners in Recovery.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The IT resources provided by thePartners in Recovery are sufficient for my requirements | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The IT resources provided by thePartners in Recovery assist to improve communication | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The available training for IT use isadequate | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am efficient in my use of ITresources in my work withPartners in Recovery | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

**5.** *Community group reps, Consortium and other service provider staff and management*

Partners in Recovery seek to establish a shared understanding of the language used across the consortium.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has engagedmy input in establishing a“framework of language” | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A framework of language assists inbuilding an understanding of the purpose of PIR | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The language is easily understoodand used consistently across the consortium | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am satisfied with how theframework of language is contributing to the efficiency of PIR | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Can you please explain your response?

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

**6.** *Consumers/community reps, consumers and carers, service providers and all other stakeholders* Partners in Recovery seek to work closely with consumers and other stakeholders to develop, set up and run the program in the Nepean Blue Mountains area.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery activelyengages my organisation/ discipline in planning their programs | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recover activelyengages my organisation/ discipline in running Partners in Recovery | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am satisfied with my level ofinput to the local Partners inRecovery program | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Can you please explain your response?

……………………………………………………………………………………………………………………………………………………..

**7.** *Lead organisation management and staff*

There are times when “crisis” needs of consumers must be met by PIR Lead Organisation staff until facilitator staff can be appointed.

Please tick the box that best matches your response to the following statement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery provide mewith adequate support to assist consumers in crisis. | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

**8.** *Consortium and other service provider staff and management*

It is important that education and support are provided to all Partners in Recovery partners and staff.

Please tick the box that best matches your response to the following statement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am satisfied with the level ofeducation and support provided to me for my role in Partners in Recovery | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Can you please explain your response?

……………………………………………………………………………………………………………………………………………………………

**9.** *Consortium Boards, management and staff*

Partners in Recovery rely on effective working relationships between all the organisations engaged in this work.

Please tick the box that best matches your response to the following statement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The Partners in Recoveryconsortium is working together effectively | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Can you please explain your response?

……………………………………………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………………………………………

**10.** *Lead Organisation Board, management and staff*

The efficiency of Partners in Recovery is also reliant on being cost effective. Please tick the box that best matches your response to the following statement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery is operatingin an effective and cost efficient manner | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

**11.** *All participants*

Evaluation is crucial to understand what is working and what is not.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has a strongfocus on evaluating its program*[All participants]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery consults myorganisation/ discipline for feedback on the PIR program *[consumer rep, health and other service provider stakeholder]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The feedback from the evaluation isused to inform further Partners in Recovery work *[Lead Org board, management and staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Could you comment further on the evaluation focus in Partners in Recovery (all participants)?

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

**12.** *Consumer reps, consumers and carers, all service providers, other stakeholder staff and management* Partners in Recovery seek to work closely with all stakeholders to increase their knowledge and awareness of their programs.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I have good awareness of Partners inRecovery programs *[consumer reps, consumers and carers, service providers, other stakeholder staff and management]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| My knowledge of Partners in Recoveryenables me to work effectively as a service provider *[health care and other provider stakeholder staff and management]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

**13.** *Consumer and carer, health and other provider stakeholder staff, board and management*

One aim of providing information across the local community is to increase consumer access to

Partners in Recovery services.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| As a consumer, Partners in Recoveryhas assisted me in getting the right services for me *[Consumers and carers]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| As a service provider I am able toaccess consumer services through Partners in Recovery *[health and other provider stakeholder staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| As a member of Partners in Recoverystaff I am able to coordinate services for Partners in Recovery consumers *[Lead Org board, management, staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

What else could help increase the level of consumer access to PIR services *[listed participants]*?

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

**14.** *Consumers and carers, health and other service provider stakeholder staff*

Partners in Recovery seek to improve the functioning of all those involved.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| My health and ability to function hasimproved through my engagementwith Partners in Recovery *[consumers and carers]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I have greater hope for my future health and functioning because of Partners in Recovery *[consumers and carers]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| As a result of my engagement withPartners in Recovery, my skills and level of functioning have improved *[health and other service provider stakeholder staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| PIR has assisted me to engage in newand effective partnerships that help me meet the needs of my consumers *[health and other service provider stakeholder staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Could you comment further on this please?

…………………………………………………………………………………………………………………………………………………………...

……………………………………………………………………………………………………………………………………………………………

**15.** *All participants*

PIR aims to leave a lasting legacy of improved health and wellbeing in its local community. Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has resulted insustained improvement in consumer access to required services and supports *[Consortium board, management and Staff, health and other providers, Consumer reps, consumers and carers]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has establishedimproved referral pathways for consumers of CALD and Indigenous background *[Consortium board, management and staff, health and other provider staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

Could you comment further on this please?

……………………………………………………….……………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………….

**16.** *All participants*

PIR aims to achieve large scale “systems change” through integrated and coordinated health services.

Please tick the box that best matches your response to the following statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has assisted myability to network with other stakeholders in responding to consumer needs *[Consortium Board, management and Staff, health and other service provider staff and management]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Partners in Recovery has improved consumer access to integrated services that address multiple needs *[Consumer reps, consumers and carers, Consortium Board, management, staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Clinical and community supportproviders are working better together as a result of Partners in Recovery *[health and other service provider staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| My organisation/ discipline has agood understanding of the“recovery” model of care *[health and other service provider staff]* | Stronglydisagree | Disagree | Neutral | Agree | Stronglyagree | Don’tknow |

What systems change have you noticed as a result of Partners in Recovery *[all participants]*?

……………………………………………………………………………………………………………………………………………………………

**Final Question *(all participants)*:**

If there was one message you would like to pass on to Partners in Recovery that would further assist them in improving their programs, it would be ………….……………………………………………………………………..

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***Partners in Recovery and the researchers from UWS who are conducting this survey on their behalf, thank you for your participation***

***Do you wish to complete an additional survey in relation to another role you have with Partners in recovery? YES NO***

***Are you also willing to participate in an interview? YES NO***

***If yes for any of the above, please provide your preferred contact details and our Research Officer will contact you to explain the processes involved and make arrangements with you.***

***Name: …………………………………………………………………………………………………. Daytime telephone: …………………………………………………………………………….. Email: ………………………………………………………………………………………………….. Other: ……………………………………………………………………………………………***