



EVALUATION REPORT

PRIVACY AND CONSENT FORUM

Background

Banyule Nilumbik PCA and North Central Metro PCP jointly coordinated a 'Privacy and Consent Forum' on 9 June 2009.

The forum was in response to issues garnished by Practitioners Network in relation to privacy and consent. Aside, but in relation to these issues, staff expressed the need for clarity and information when obtaining client consent to generate a SCTT referral.

Sally Berger, BNPCA Service Coordination Officer, provided a presentation on how to effectively complete a SCTT referral highlighting the need to collect key information to assist the receiving agency process the referral. The Education and Training Officer from the Health Services Commissioner, Susan Joseph followed with a presentation called 'Health Privacy-It's My Business'.

Promotion of the forum occurred through existing PCP networks and on respective websites.

Numbers were limited to 40 people, 20 agency staff from each PCP. However a number of attendees represented agencies that provide services across the PCP boundaries.

A total of 35 people attended the forum, 30 completed evaluation forms.

Role	Agency Type
6 Intake Worker	LGA
1 Assessment Officer	LGA
10 Intake Worker	Community Health
2 service providers	Community Health
4 varied roles	Acute Sector
3 workers	Carer Support Services
5 nursing	RDNS
4 varied	Other

Participants rated their feedback using a Likert scale ranging from 1-5 with 1 being poor or strongly disagree to 5 being excellent or strongly agree.

Results

1. Overall how would you rate the forum?

Rating	1	2	3	4	5
No. of responses	0	2	4	16	8
Total Score	0	4	12	64	40

Average rating was 4.0.

2. The content and information presented was clear and easy to understand.

Rating	1	2	3	4	5
No. of responses	0	1	2	15	12
Total Score	0	2	6	60	60

Average rating was 4.3

3. The information provided in the 'SCTT' presentation is relevant to my work.

Rating	1	2	3	4	5
No. of responses	0	0	3	7	19
Total Score	0	0	9	28	95

Average rating is 4.4.*

4. The information provided in the 'Health Privacy-It's My Business' presentation is relevant to my work.

Rating	1	2	3	4	5
No. of responses	0	0	3	7	20
Total Score	0	0	9	28	100

Average rating was 4.6

Additional Comments

- Very informative and relevant case examples- 4
- Excellent/fantastic -very worthwhile- 3
- Noisy venue, traffic noise
- Forum on writing case notes and their legal implications would be good.
- Easy to understand
- Too much information, too broad, not relevant enough-3
- Needed more time for discussion-3

- Very relevant
- Cold room
- Not enough time, I.T problems wasted time.
- Susan Joseph's presentation was clear, excellent.
- Sally is always good

Conclusion

Overall feedback was positive and the forum was successful and relevant.

Recommendations

Invite a representative from the Office of Public Advocacy to address other aspects of consent at a future forum.

* One participant did not answer question