

# Evaluation of the Stretch2Engage Framework Pilot

## About Stretch2Engage

Best practice principles to guide the engagement of people using services, and their friends and families, in service design and re-design.



### Stretch2Engage Principles

- 1 Stretch2Be Curious
- 2 Stretch2Be Clear
- 3 Stretch2Be Champion
- 4 Stretch2Be Creative
- 5 Stretch2Be Collective
- 6 Stretch2Be Comprehensive
- 7 Stretch2Be Committed

## Stretch2Engage Pilot 2018-19

### 7 organisations

- Belmont Private Hospital
- Darling Downs Hospital and Health Service
- Karakan
- Metro South Hospital and Health Service
- Queensland Injectors Health Network (QulHN)
- Sunrise Way
- Toowoomba Clubhouse

>100 stakeholders consulted during evaluation



## Pilot organisation staff perspectives

95%

agreed that the views of people accessing services are as important as the views of staff when deciding how services should be designed and delivered

90%

believed that project participation had increased their organisation's engagement capacity

75%

agreed the Stretch2Engage Pilot Project changed the way their organisation thinks about engaging people

~70%

at project completion believed that sustaining changes made during the pilot would be 'somewhat' or 'very' easy

## Outcomes

### Organisational culture change



- New beliefs and stories about how engagement should occur
- Changes in staff values and attitudes
- Increased prioritisation and resourcing for engagement activities
- Expanded service user engagement systems.

### New engagement methods



- Empathy mapping and journey mapping
- Feedback to Action Groups
- World Cafés, High Teas and Family Open Days
- Volunteers gathering feedback
- Service users on interview panels and committees

## Impact

The Stretch2Engage Framework along with workshops and coaching improved the engagement capacity of pilot organisations, and the breadth and depth of their engagement activities.



## Conclusion

Stretch2Engage is an important advance over previous approaches to engagement and participation, and a useful tool to improve experience and outcomes for people using services.



"We have started the journey of more meaningful engagement with systems in place to ensure that this feedback is used in a purposeful way."

"The benefits to the organisation are multidimensional and include greater potential for working in partnership with consumers... less stress for staff and improved attendance, job satisfaction and ability to feel that they are making a difference."



Queensland Mental Health Commission