Responding to child maltreatment by learning with, from and about each other

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**Objective:** Health and other professionals frequently experience complex ethical and professional dilemmas when forming an opinion about child abuse and neglect. This presentation will describe the key aspects of an evaluation of a federally funded program that aims to provide a platform of core skills and knowledge requirements about child abuse and neglect and the importance of multidisciplinary teamwork to keep children safe and promote their development.

**Purpose:** This workshop emphasizes the diversity of professionals and community in order to allow for impact of integration of learning. While core learning objectives of the training are fixed, flexible delivery allows for training to respond to the specific learning objectives of diverse groups. This evaluation was designed to supply both immediate and long-term feedback of the program, which enables an ability to respond to the needs of a diverse and multi-professional workforce.

**Methodology:** Evaluation in this area is scant. The evaluation integrates process evaluation, impact and outcome evaluation into a continuous and thus responsive quality assurance model. The process and impact evaluation consists of an anonymous and voluntary survey given to all participants at the conclusion of the two-day workshop. Most projects usually end here. To evaluate outcome, whether learning has been integrated or had an impact on practice, we contact voluntary participants three to six months following their attendance and conduct a telephone interview.

**Results:** Feedback showed that for issues that require a multidisciplinary response, the training requires the same approach. A frequent response has been the strength of the universality of the material and the multidisciplinary networking and understanding that takes place as participants’ problem solve case studies together. The evaluation has assisted us to offer education and information that is relevant, applicable and current.

**Conclusion:** Evaluation is needed in child protection programs to inform service providers of what works best and why. While immediate post-workshop feedback gives an indication of satisfaction, it does not provide evidence that learning has been integrated into practice. We recommend following up workshop participants once they have returned to the workplace to determine whether learning has been integrated into practice.