



Evaluation Policy

Policy Statement

Healthy Living NT (HLNT) recognises the importance of the continuous evaluation of its services and programs to underpin quality improvement in all our activities. The primary objectives of evaluations are:

- to determine the quality of both services and programs
- to assist in the development, improvement and evolution of services and programs.

Evaluations when planned, designed and conducted with outcomes in mind, can provide the information and evidence to improve the services and programs Healthy Living NT delivers.

The purpose of this Evaluation Policy is to:

- confirm the critical role of evaluation within program development and delivery,
- provide guidance to service staff in developing and conducting program evaluations and
- inform funders of Healthy Living NT's policy regarding evaluation.

Healthy Living NT recognises that program funders will often specify the type and nature of evaluation required for a particular program or service. In these cases:

- the program funding must be commensurate with the level of evaluation required and
- the funder-specified evaluation standard will generally be the agreed evaluation standard for the program or service.

Where a level of evaluation is not specified by a funder or is not considered optimum, Healthy Living NT's Evaluation Policy will apply.

Scope

This policy applies to all education and health promotion programs and services delivered by and being developed by Healthy Living NT.

HLNT evaluations excluded from this policy comprise:

- Stakeholder engagement - evaluations from other services/ key stakeholders external to Healthy Living NT regarding their perceptions of Healthy Living NT and our services/ work
- Member review – cyclical reviews of Healthy Living NT membership regarding the direction and services of the organisation
- Board and Governance Evaluations
- The Bill Raby Diabetes Fellowship



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Approval By	Board		Current Version Number	1.0
Circulation (on approval)	All Staff and Board		Review Cycle	Annual
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Background

Healthy Living NT delivers a range of programs and services for different government and non-government funders as well as for its own members and the community generally. Healthy Living NT strives to always improve on these services and evolve with the ever changing needs of the population. An important mechanism to assist in this is continued evaluation of services and programs.

Different types of evaluations and reviews conducted within Healthy Living NT include:

- Program specific evaluations – often process evaluations, which involve the direct evaluation of the program a client has participated in. Some accredited or national programs may have already developed evaluations to be delivered within the programs and funders often specify KPIs to be evaluated or measured within the programs
- Client feedback surveys – evaluation of the client experience and their interactions with Healthy Living NT
- *Territory Way* feedback – gauges public response to HLNT’s consumer magazine and is an avenue for feedback

Definitions

Evaluation	A systematic and objective process to make judgments about the merit or worth of one or more programs, usually in relation to their effectiveness, efficiency and/or appropriateness		
Key Performance Indicators (KPIs)	Quantitative or qualitative variables that provide a reliable way to measure intended changes. Performance indicators are used to observe progress and to measure actual results as compared to expected results.		
Program	A set of activities, managed together over a sustained period of time, that aim to deliver an outcome for a client or client group		
Evaluation Types *	When to use	What it shows	Why it is useful
Formative Evaluation Evaluability Assessment Needs Assessment	During the development of a new program. When an existing program is being modified or is being used in a new setting or with a new population.	Whether the proposed program elements are likely to be needed, understood, and accepted by the population you want to reach. The extent to which an evaluation is possible, based on the goals and objectives.	It allows for modifications to be made to the plan before full implementation begins. Maximises the likelihood that the program will succeed.
Process Evaluation Program Monitoring	As soon as program implementation begins. During operation of an existing program.	How well the program is working. The extent to which the program is being implemented as designed. Whether the program is accessible and acceptable to its target population.	Provides an early warning for any problems that may occur. Allows programs to monitor how well their program plans and activities are working.
Outcome Evaluation Objectives-Based Evaluation	After the program has made contact with at least one person or group in the target population.	The degree to which the program is having an effect on the target population’s behaviours.	Tells whether the program is being effective in meeting its objectives.

Economic Evaluation: Cost-Analysis, Cost-Effectiveness Evaluation, Cost-Benefit Analysis, Cost-Utility Analysis	At the beginning of a program. During the operation of an existing program.	What resources are being used in a program and their costs (direct and indirect) compared to outcomes.	Provides program managers and funders a way to assess cost relative to effects. "How much bang for your buck."
Impact Evaluation	During the operation of an existing program at appropriate intervals. At the end of a program.	The degree to which the program meets its ultimate goal	Provides evidence for use in policy and funding decisions.

* *Types of Evaluation, From the National Centre for HIV/AIDS, Viral Hepatitis, STD and TB Prevention. CDC*

Process

All evaluations are required to be developed within the framework of an evaluation plan, which includes the key elements of:

- Specifying the subject of the evaluation
- Purpose of the evaluation
- Key evaluation questions
- Primary audience
- Evaluation resources
- Baseline data and methodology
- Dissemination
- Privacy and Ethics
- Budget and timeline

(Adapted from Program Evaluation: Forms and approaches, John M Owen, 2007).

The development of new evaluations is to be done in a systematic way that involves consistency of questions and format standardisation where possible. Evaluations should be:

- Designed to produce an optimum mix of quantitative and qualitative responses, which are capable of being easily captured in data spreadsheets. Spreadsheets for the capture and collation of evaluation data must be developed in conjunction with evaluation questionnaires.
- No longer than two pages, with adequate spacing and font size.
- Designed for the lowest possible level of English literacy.

HLNT developed evaluations are generally process evaluations for program monitoring, and occasionally formative / needs assessment evaluations for program development. Whilst cyclical review of the suitability of evaluations is important, the consistency of evaluation questions over time is also critical as it supports identification of longitudinal trends and changes in perceptions.

All evaluations are to be kept on the HLNT Evaluation Matrix.

The results of evaluations are to be communicated broadly both internally to staff and externally to stakeholders and funders.

Internally evaluation findings should be discussed and utilised to inform strengths and weaknesses within the service or program delivered. This can effect immediate changes or be used as evidence supporting limitations to programs/ services to go back to funders.

Evaluations are also cyclically reported against in HLNT Annual and Performance Reports, as well as any other funder required periods.

Reviews of Evaluations

All HLNT generated evaluations are to be reviewed on a yearly cycle before the end of the financial year, so any changes are to be implemented from 1 July.

The evaluations are to be reviewed by a steering committee made up of the program leaders and administration staff, to ensure consistency across the organisation. All version changes are to be noted on the HLNT Evaluation Matrix version column and communicated to the Finance Admin Officer for document control purposes.

HLNT Evaluation Matrix

The evaluation matrix is to list all program, client feedback and *Territory Way* templates as well as a cache of commonly used questions and formatting to help in the development of all new evaluations. It lists reporting lines and reviews as well as communications for evaluation results within Healthy Living NT

Supporting Policies, Procedures and Documents

HLNT Evaluation Matrix

Responsibility for Policy

The Board of Diabetes Association of the NT Inc. is responsible for ensuring this policy is up to date and complied with.

Approval

Submission Date: Board Meeting 4/19 of 24 August 2019

Approval Date: Board Meeting 4/19 of 24 August 2019

Circulation: Board and Staff

Sign off by: Chair of the Board



Signature: Ron O'Brien

Supporting Policies, Procedures and Documents

HLNT Evaluation Matrix

HLNT Evaluation Matrix

Program/ service	Funder Mandated Evaluation	HLNT evaluation	Review cycle	next review due	Version Control	Reported	What is the purpose of the evaluation/ measurables?
NDSS funded							
Type 2 Getting Started Group	✓		externally done	N/A	Q1 July 2018 V1	NDSS Evaluation Group, Performance Report	Assess the delivery and suitability of the program for the target audience
Gestational Diabetes Group	✓		externally done	N/A	Q1 July 2018 V1	NDSS Evaluation Group, Performance Report	Assess the delivery and suitability of the program for the target audience
Access Point Training	✓		externally done	N/A	Q1 July 2018 V1	NDSS Evaluation Group	Assess the delivery and suitability of the program for the target audience
Community Information (diabetes)	✓		externally done	N/A	Q1 July 2018 V1	NDSS Evaluation Group	Assess the delivery and suitability of the program for the target audience
School Information Session (diabetes)	✓		externally done	N/A	Q1 July 2018 V1	NDSS Evaluation Group	Assess the delivery and suitability of the program for the target audience
NT DoH funded							
Cardiac Rehab Healthy Heart Program (Darwin)		✓	yearly			Performance Report	Assess the delivery and suitability of the program for the target audience
Cardiac Rehab Healthy Heart Program (Alice Springs)		✓	yearly			Performance Report	Assess the delivery and suitability of the program for the target audience
Healthy Territory Kids 9 week program	✓		externally done	N/A	not documented	Quarterly Reports to NT DoH, Performance Report	
Health Professional Session Evaluation form		✓	yearly			Internally only	Assess feedback from individualised education sessions delivered to health professionals
Generic Evaluation Form		✓	yearly			Internally only	Assess feedback from individualised education sessions delivered to external groups not covered under other evaluations
NT PHN							
MOICD Program	✓		externally done	N/A	not documented	Performance Report	Staff complete Service Activity Reports, broader Service Evaluations undertaken by NT PHN
NT Tourism and Culture funded							
Mini Movers		✓	yearly			Performance Report, 6 monthly funder report	Improve confidence and capability in physical activity
Seniors Program (COTA) Love Your Body Pre and Post		✓	yearly			Performance Report, 6 monthly funder report	Improve nutritional awareness and physical activity
Food and Lifestyle Program Low Literacy Pre and Post		✓	yearly			Performance Report, 6 monthly funder report	Improve nutritional awareness and physical activity
4 week School Program student pre and post		✓	yearly			Performance Report, 6 monthly funder report	Improve nutritional awareness and physical activity
4 week School Program teacher		✓	yearly			Performance Report, 6 monthly funder report	Determine suitability of program for students and schools
Move It Darwin		✓	yearly			Performance Report, 6 monthly funder report	Show increase in physical activity achieved over time
HLNT							
Client Survey		✓	yearly			Performance Report	Maintain standards and see changes in service quality
Territory Way feedback form		✓	yearly			Internally only at Territory Way planning meetings	Gauge consumer feedback about the magazine and ideas for future topics