

# Children’s Hospital Westmead School-Link Satisfaction Survey 2017

*Results compiled by Kim Eisler*

The Children’s Hospital Westmead School-Link (CHW-SL) Satisfaction Survey was distributed by email to all contacts on the CHW-SL Data Base in December 22 2017. It included 12 questions with several focusing on the professional development needs and preferences of our colleagues. Other questions sought to understand the effectiveness of the CHW-SL Journal in providing information and education to those working with children and young people with an Intellectual or Developmental Disability.

The survey was completed by 109 respondents. Individual comments were contributed by 67 participants. These were overwhelmingly positive or as one responder said “I think the journal is awesome. I enjoy reading it and it is a great resource.”

The results of the Survey are summarised below.

## Question 1: What state are you from?

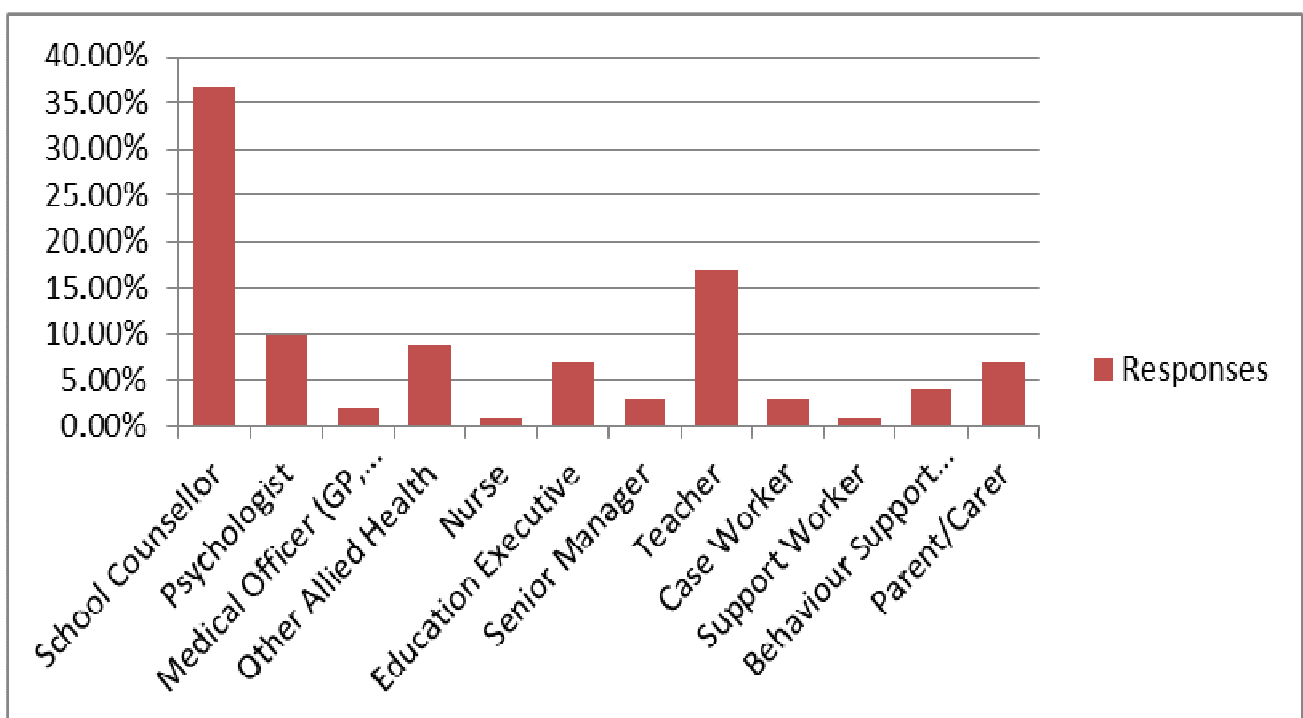
There were 103 respondents to this question and they all indicated that they were from NSW. Six individuals skipped this question.

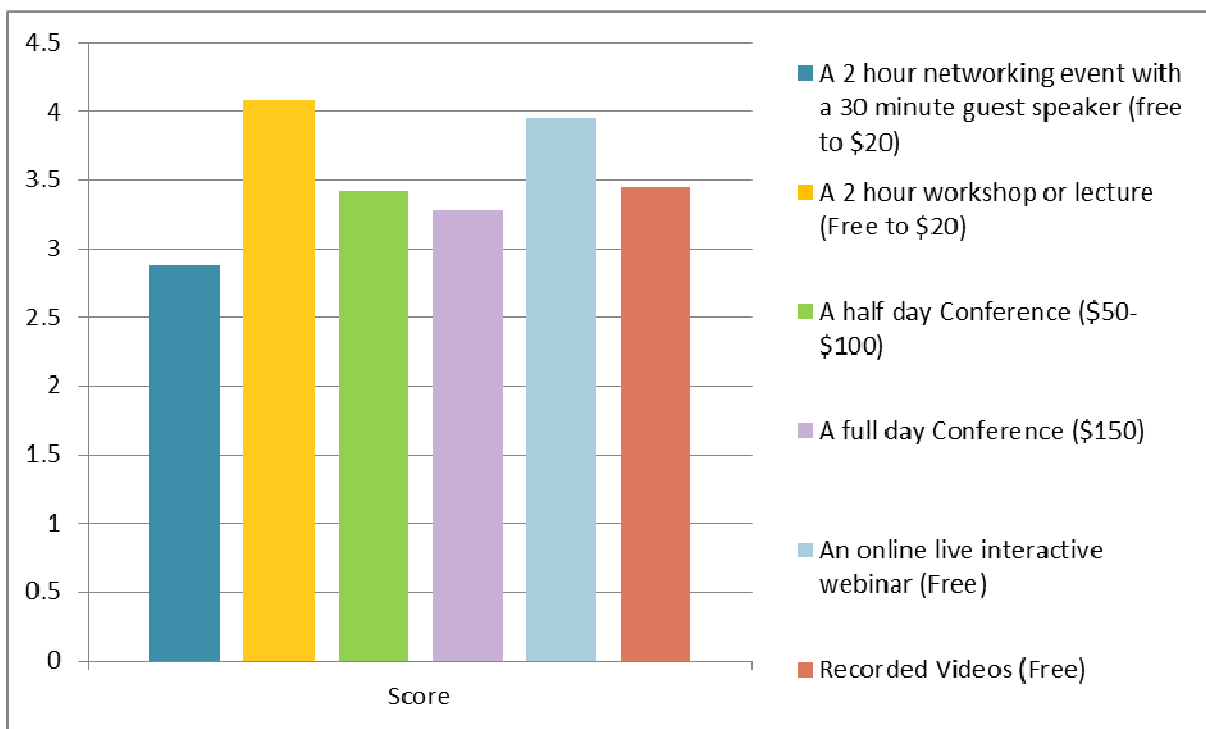
## Question 2: What is your occupation?

As indicated in the graph below School Counsellors made up the largest group of respondents with 36.63% of the total 101 individuals who answered this question. Teachers comprised the next largest group at 16.83%, followed by Psychologists, 9.9%, and allied health professionals, 8.91%. A significant number of parents and carers completed the survey, 6.93%, and Education Executives were 6.93% of respondents. Representatives from other occupations included behaviour support practitioners, nurses, medical officers, senior managers, case and support workers. Eight people skipped this question.

## Question 3: Please rate the following professional development (PD) activities in order of preference from 1-6?

A total of 108 individuals responded to this question and indicated their preferred activity was a 2 hour workshop or lecture. This was closely followed by online live interactive webinars. Those surveyed also had a strong interest in recorded videos and a half-day conference. Attendance at a networking event with a guest speaker was the least preferred.



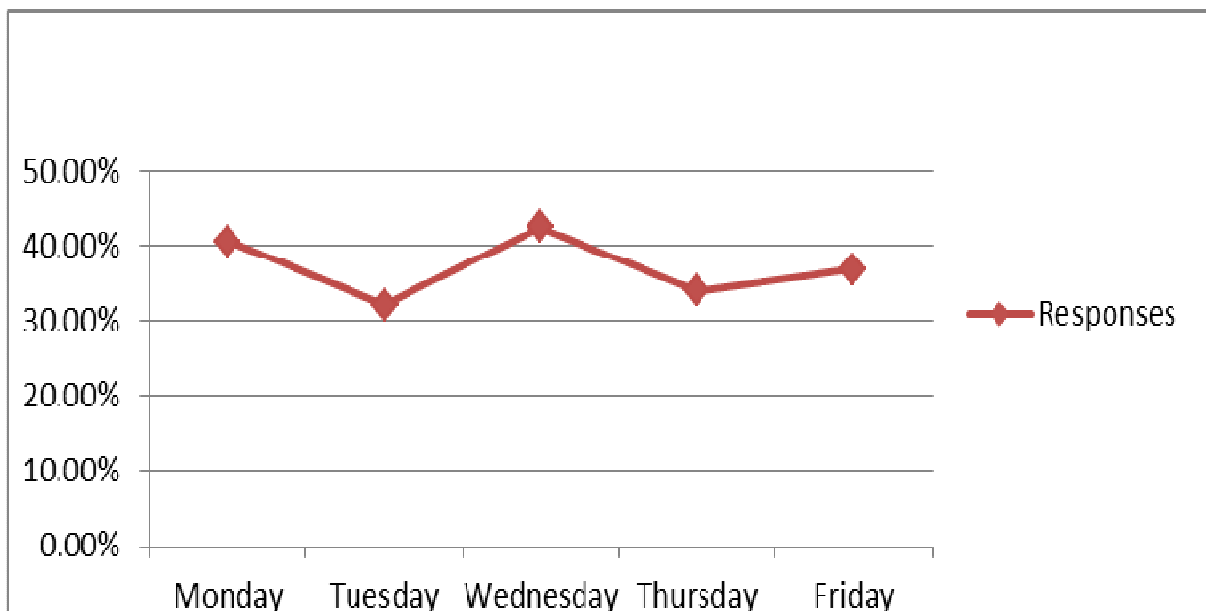


**Question 4: What is your preference for the time of year of the workshop/conference?**

Of the 108 individuals who answered this question a significant majority of respondents, 87.96%, indicated that they had a preference for professional development to occur during school terms. 12.04% preferred activities to occur during holiday periods.

**Question 5: What day of the week is best?**

As the graph below shows responses showed that Wednesday was the most preferred day for professional development to be held. This was closely followed by Monday as the next most preferred option. 106 respondents answered this question.

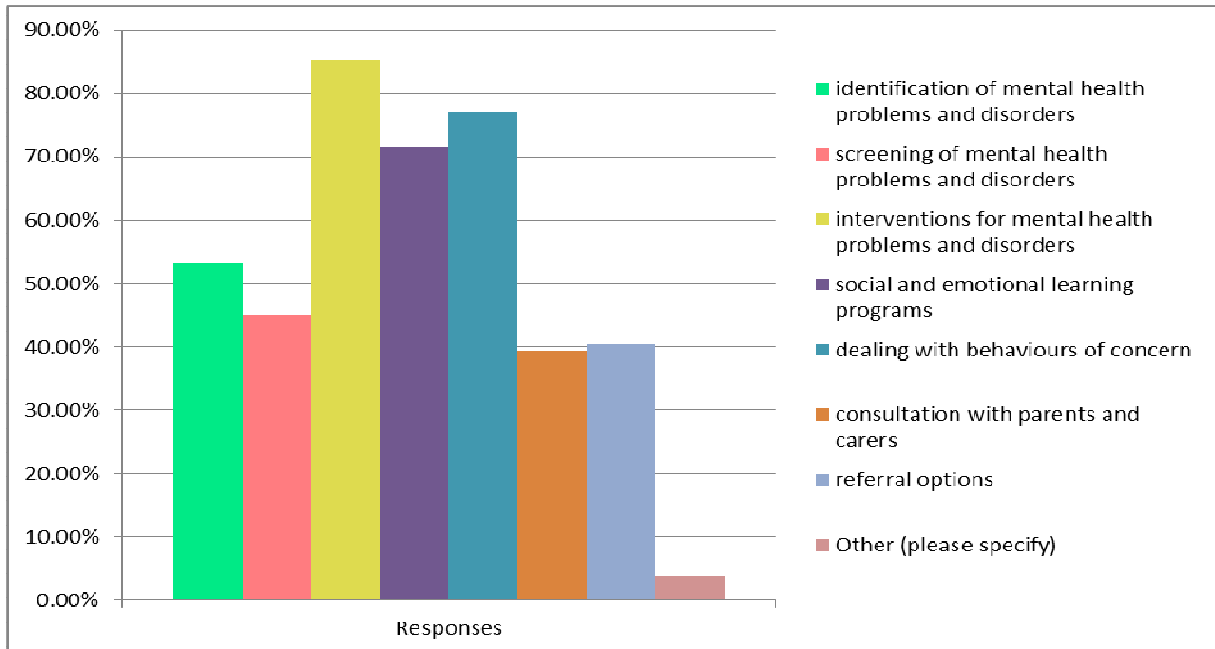


**Question 6: What is your preference for the time of day for a workshop/webinar?**

All participants answered this question and the majority of those answering the survey opted for PD that occurs during school hours (66.97%) with after school between 3 -5pm the next preference (31.19%).

**Question 7: What topics would you be interested in learning more about concerning the mental health of children and adolescents with an intellectual or developmental disability?**

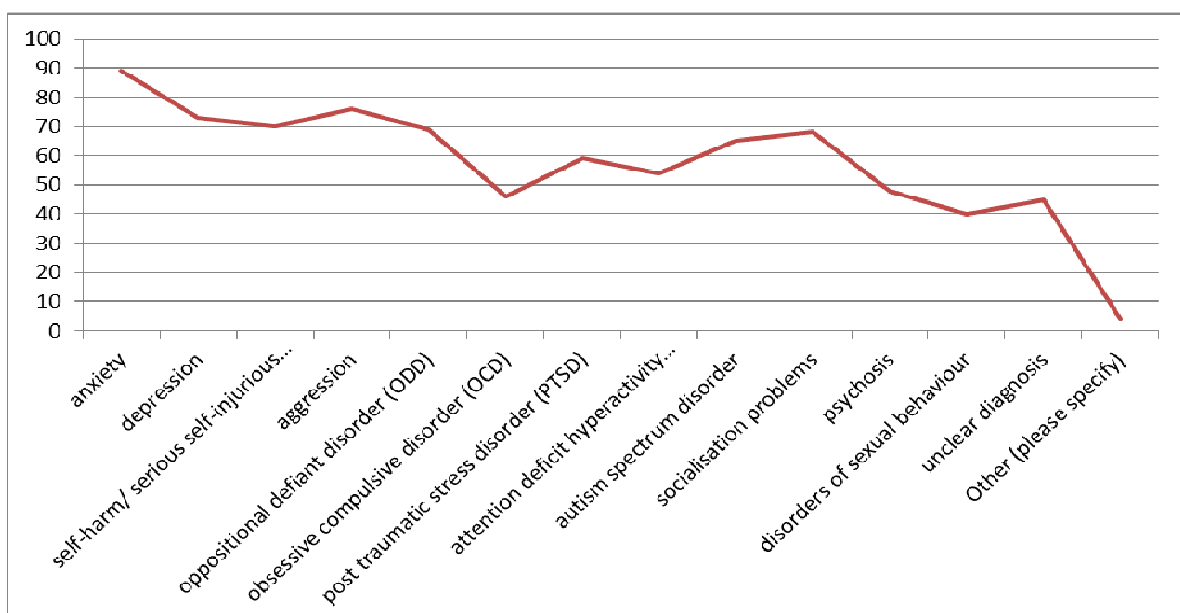
As signified by the following graph, survey participants are most concerned with learning about interventions for mental health problems and disorders. There was also significant interest shown in PD that covered dealing with behaviours of concern and social and emotional learning programs. A number of those surveyed indicated that they would also be keen to learn more about Identifying and screening for mental health problems. Referral options and working with parents/carers had the least appeal.



**Question 8: Which of the following topics are you interested in concerning children and adolescents with an intellectual or developmental disability?**

All respondents answered this question and they demonstrated a range of interests covering the cross-section of the Survey's items. While anxiety was of interest to 81.65% of individuals; depression, self-harm and self-injurious behaviours, aggression, oppositional defiant disorder and socialisation problems all scored over 60%. Unclear diagnosis and psychosis was of least concern.

Suggestions for 'other' PD included "working with the education sector" and "residential assessment for complex MH cases".

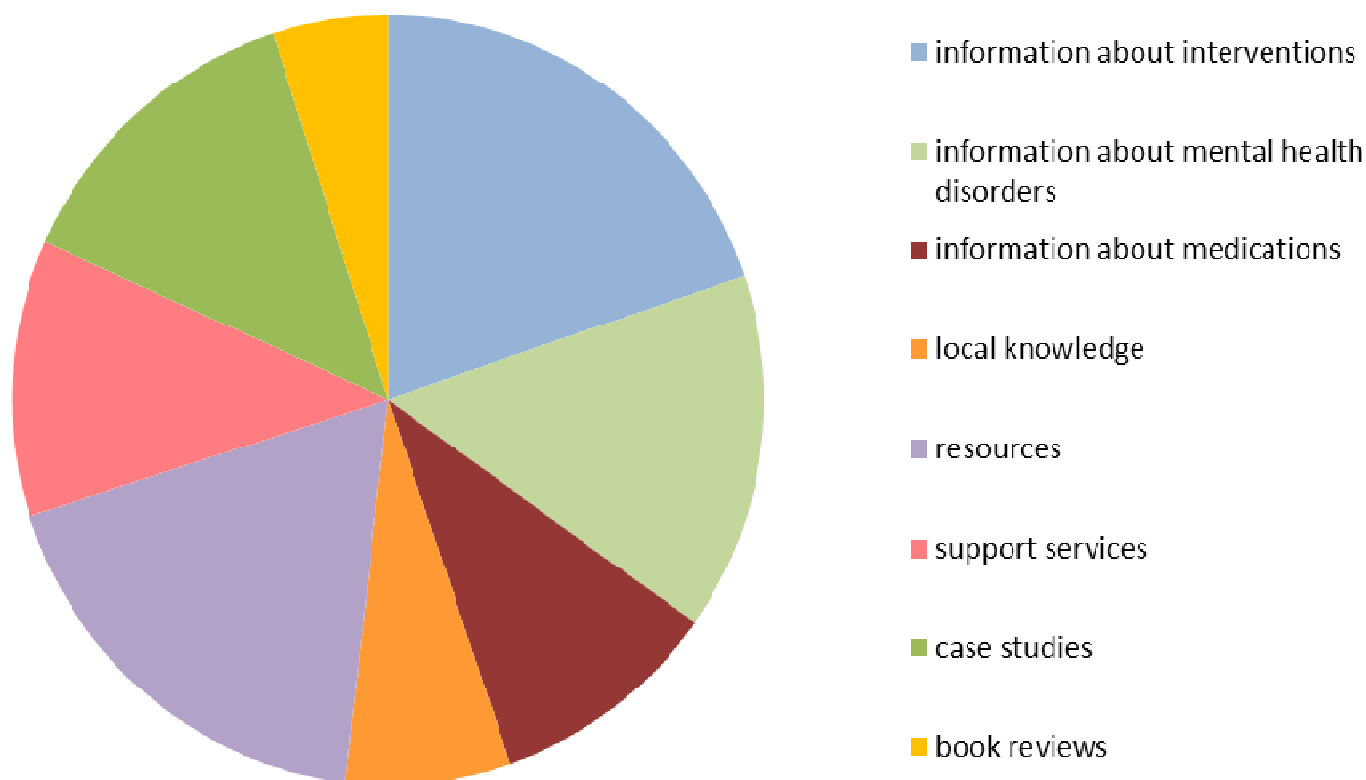


### Question 9: What do you find most useful in the journal?

Information about interventions and resources were identified by respondents as the most useful aspect of the journal with a score of 86.79% and 80.19% respectively. As shown in the graph below information about mental health disorders, support services and case studies were also very popular.

This question was answered by 106 of the 109 surveyed. While some of those who commented noted that they do not read the journal other comments included; “Evidence based practice and critically appraised research” and “Love all of it!”.

### What do you find most useful in the journal?



### Question 10: How can the journal be improved?

Comments were received from 67 individuals with the overwhelming majority indicating that they thought the journal was “really good already”. Some responses dealt with practical considerations such as “font.type face can be very challenging” and “keep information brief with links to further reading”. There were also suggestions about access such as “Easier access to a printed copy, happy to subscribe and pay for it”

A small number of the comments addressed the content with recommendations to add “More strategies/ activities/resources to support students” and “overviews of research”. One suggestion was to include “Specific case studies and successful strategies used”.

Many of those surveyed gave very positive feedback such as “I find this journal extremely satisfactory and provides a wealth of pertinent information that is meaningful, relevant and user friendly.” While another respondent stated that it was “A thoroughly professional journal, updates and renews my knowledge and skills / keeps me abreast of current research and interventions.”



**Question 11: How likely are you to recommend the journal to your colleagues?**

Almost 95% of the 107 individuals who answered this question said they were very likely (57.94%) or likely (36.45%) to recommend the journal to their colleagues. 4.67% gave a neutral response and one individual (0.93%) signified that they would not recommend it.

**Question 12: Do you have any other suggestions on how CHW School-Link can assist in supporting the mental health of children with an intellectual or developmental disability?**

Responses to this question came from 52 individuals; of these almost half said they had no suggestions or gave very positive feedback on the “wonderful work” CHW School-Link was doing. The other comments received focused on some common themes as outlined below.

A number of respondents suggested providing more localised information or support. For instance to “ensure training options include options for families/practitioners who live outside of Sydney and other major centres.” Another comment noted “As a regional

NSW person I think any access to something online is really helpful with local hub meetings an option.”

There were submissions recommending that information could be kept up to date with “regular information through emails” and “Ensure that information and links about referral options remain up-to-date.” Another individual proposed that it would be useful to “Create a database of resources for links/contacts/services”.

Several comments advocated for more PD opportunities and improved access for parents to the journal and support generally. Another of those surveyed wrote “I think to do more advocacy, education and support for teachers, principals and teacher's assistants in mainstream and special education. Implementing evidence based programs in schools to support the needs of children with IDD and their families.” It was also suggested that an “Interactive website for professionals across disciplines to pose specific questions about problematic cases.” would be of benefit.

To view the survey results in full please go to [www.shoollink.chw.edu.au](http://www.shoollink.chw.edu.au)

