

# **Evaluation of Latrobe Health Innovation Zone, Latrobe Health Assembly and Health Advocate**

Draft evaluation framework executive summary

14 December 2017

The Victorian Government has designated the **Latrobe Health Innovation Zone**. Key components of the Zone include the **Latrobe Health Assembly** and the **Latrobe Health Advocate** (the initiatives). Deloitte Australia (Deloitte) has been appointed to conduct a **developmental evaluation** of these initiatives.

This document describes the **developmental evaluation framework** that has been developed with the Latrobe Valley communities to evaluate these initiatives.

The purpose of this developmental evaluation is to:

- **Improve programs while they occur**, and focus less on assessment at their end; and
- **Actively include the Latrobe Valley communities and people who are part of the program** in deciding if the objectives have been, or are on track to, being achieved.

By having an evaluation framework in place, the Latrobe Valley communities will have an opportunity to **have their say** on whether the initiatives are having the impact people wanted them to have.

This will mean that successes will be celebrated as they happen and opportunities to improve things will be identified as new ideas are tried.



# WHAT ARE THE INITIATIVES BEING EVALUATED?



## LATROBE HEALTH INNOVATION ZONE

**The Latrobe Health Innovation Zone** is the first of its kind in Australia. The Zone is the place in which voice is given to community aspirations in the planning and delivering of better health and wellbeing outcomes. It is the place in which a process of co-design that actively engages with individuals and organisations is encouraged.



## LATROBE HEALTH ASSEMBLY

**The Latrobe Health Assembly** will provide input and direction for health initiatives within the Latrobe Health Innovation Zone. It will facilitate new ways of working to enable the Latrobe Valley communities, local and state-wide agencies and government to work together to improve health and wellbeing in Latrobe. The Assembly consists of 41 community representatives and is supported by a secretariat.



## LATROBE HEALTH ADVOCATE

**The Latrobe Health Advocate** will provide independent community-wide leadership within the Latrobe Health Innovation Zone by enabling, mediating and advocating for health and wellbeing (the Advocate is soon to be appointed).

# WHAT IS THE EVALUATION FRAMEWORK?

The **evaluation framework** describes:

- What the Latrobe Valley communities want these initiatives **to do** (outcomes); and
- The **questions** the evaluation will help to answer.

Over time, the Latrobe Valley communities have indicated they want the initiatives to do four main things:

**1. IMPROVE COMMUNITY OPPORTUNITIES AND PERCEPTIONS**

**2. IMPROVE COMMUNITY CONNECTEDNESS AND PARTICIPATION**

**3. IMPROVE HEALTH SERVICE ACCESS AND DESIGN**

**4. IMPROVE HEALTH AND LIFESTYLE**



# HOW WAS THE FRAMEWORK DEVELOPED?



**36 meetings**  
with stakeholder in  
Latrobe



**Over 90 responses**  
to the Latrobe Valley  
communities survey



**Over 8,500**  
people reached through  
Facebook



**Over 400 views**  
of the draft consultation  
evaluation framework  
feedback site



**6 sessions**  
with the Assembly and  
Assembly working  
groups



**5 media mentions**  
including WIN News & 4  
Latrobe Valley Express  
stories



**4 community  
workshops**  
attended by more than  
50 people



**20 responses**  
to the draft consultation  
evaluation framework  
feedback surveys

## Working with the Latrobe Valley communities



# WHAT DO THE COMMUNITIES WANT THE **ZONE** TO DO?



## 1. **IMPROVE COMMUNITY OPPORTUNITIES AND PERCEPTIONS**

Different sectors invest in new ways of working

New ways of working lead to improved health and wellbeing opportunities

New ways of working lead people externally to view Latrobe as a healthy city

## 2. **IMPROVE COMMUNITY CONNECTEDNESS AND PARTICIPATION**

The Latrobe Valley communities participate in programs for the Zone

The Latrobe Valley communities lead programs for the Zone

The Latrobe Valley communities are more resilient

## 3. **IMPROVE HEALTH SERVICE ACCESS AND DESIGN**

Health and wellbeing service providers think about how they can work together

“No wrong door” – community members get the help they need no matter who they contact first

Improved service integration means more health and wellbeing service providers want to work in the Zone

## 4. **IMPROVE HEALTH AND LIFESTYLE**

The Latrobe Valley communities are aware they are in the Zone when making choices related to their health and wellbeing

The Latrobe Valley communities make positive changes to their food and physical activity

The Latrobe Valley communities have a culture of healthy living and improved health outcomes

# WHAT DO THE COMMUNITIES WANT THE **ASSEMBLY** TO DO?



**1. IMPROVE COMMUNITY OPPORTUNITIES AND PERCEPTIONS**

**2018**  
Different sectors invest in new ways of working

**2019-20**  
New ways of working lead to improved health and wellbeing opportunities

**2021-22**  
New ways of working lead people externally to view Latrobe as a healthy city

**2. IMPROVE COMMUNITY CONNECTEDNESS AND PARTICIPATION**

The Latrobe Valley communities are supported to lead community programs

The Latrobe Valley communities feel trusted and empowered to lead community programs

The Latrobe Valley communities have improved capacity to lead community programs

**3. IMPROVE HEALTH SERVICE ACCESS AND DESIGN**

Health and wellbeing service providers plan ways to address local service gaps

The Latrobe Valley communities have improved access to health and wellbeing services

The Latrobe Valley communities are confident that they, their family and their friends can access the services they need, when they need them

**4. IMPROVE HEALTH AND LIFESTYLE**

The Latrobe Valley communities have improved access to health and wellbeing educational materials

The Latrobe Valley communities have improved food and physical activity behaviours

The Latrobe Valley communities have improved health outcomes including reduced chronic disease and mental health

# WHAT DO THE COMMUNITIES WANT THE **ADVOCATE** TO DO?



## 1. **IMPROVE COMMUNITY OPPORTUNITIES AND PERCEPTIONS**

Latrobe and the Latrobe Valley communities' needs are better represented to decision makers

Decision makers understand the positives of Latrobe and the Latrobe Valley communities' needs

The Latrobe Valley communities have improved confidence in the abilities of decision makers to meet their needs

## 2. **IMPROVE COMMUNITY CONNECTEDNESS AND PARTICIPATION**

The Latrobe Valley communities are confident that the Advocate represents their needs

The Latrobe Valley communities feel empowered to advocate for their health and wellbeing needs

The Latrobe Valley communities have greater capacity to advocate for their health and wellbeing needs

## 3. **IMPROVE HEALTH SERVICE ACCESS AND DESIGN**

The Advocate is respected by health and wellbeing decision makers and communicates the Latrobe Valley communities' needs

The Latrobe Valley communities have improved access to health and wellbeing services that meet their needs

The Latrobe Valley communities are confident that they, their family and their friends can access the services they need, when they need them

## 4. **IMPROVE HEALTH AND LIFESTYLE**

The Advocate is a health and wellbeing leader

The Latrobe Valley communities have improved food and physical activity behaviours

The Latrobe Valley communities have a culture of healthy living

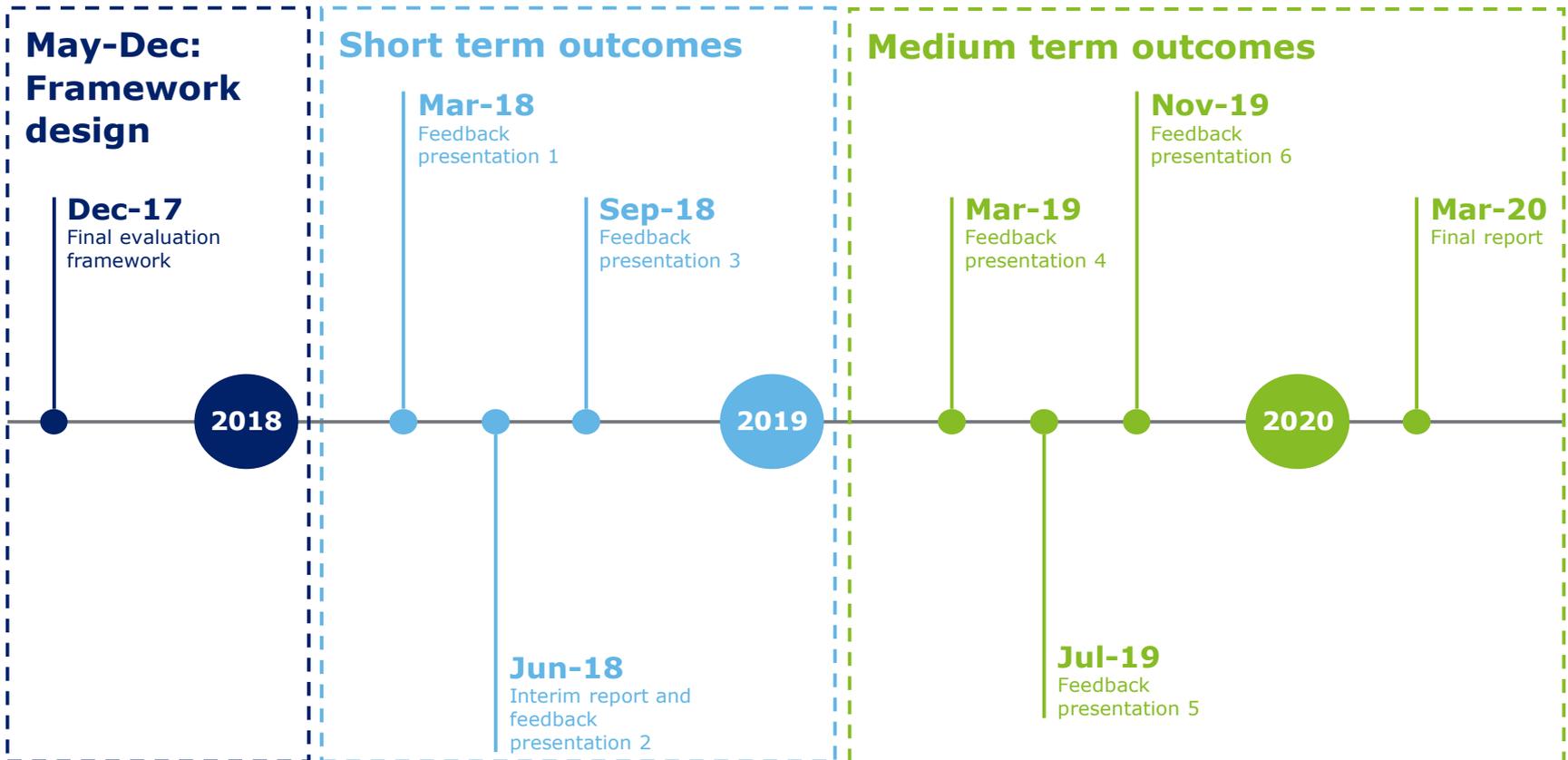
# WHAT QUESTIONS DO THE COMMUNITIES WANT ANSWERED?

What is <b>going well</b> ? Why?	How are the initiatives <b>suited to improving health and wellbeing</b> ?	Did the initiatives <b>work with the Latrobe Valley communities</b> and other people?
What is <b>not going well</b> ? Why?	Are <b>community</b> members <b>aware</b> of the initiatives?	Did the initiatives <b>meet</b> the Latrobe Valley community's <b>needs</b> ?
What <b>could be improved</b> ? Why and how?	Do <b>community</b> members <b>understand</b> the initiatives' purpose?	Did the initiatives <b>improve health and wellbeing</b> in the Latrobe Valley?
How are the initiatives doing <b>innovative</b> things?	How are <b>community</b> members <b>involved</b> ?	Do community members want the initiatives to <b>continue</b> ?
How are the initiatives learning from existing <b>evidence</b> ?	Are the initiatives doing things <b>too quickly, too slowly or just right</b> ?	Could the initiatives be <b>tried somewhere else</b> ?

# WHEN WILL THE EVALUATION PROVIDE **FEEDBACK**?

**First step:** Design the evaluation framework with the Latrobe Valley communities.

**Next step:** Work with the Latrobe Valley communities and others to do the evaluation. This will start in January 2018 and end in March 2020. Feedback presentations will be shared on the evaluation Facebook page. A community forum may also be held.



# HOW CAN THE LATROBE VALLEY COMMUNITIES BE **INVOLVED?**



Like and share the evaluation **Facebook page:** [www.facebook.com/LHIZeval/](http://www.facebook.com/LHIZeval/)



Complete the **survey.** Link to come in 2018.



Come to an evaluation **workshop.** Details to come in 2018.



**Email:** [LHIZeval@deloitte.com.au](mailto:LHIZeval@deloitte.com.au)





**Thank you to the members of the  
Latrobe Valley communities who  
contributed to the development of the  
evaluation framework!**

We Will  
succeed!

Education  
is  
a powerful Weapon

Our Health  
Our Future  
Our Vicinity

Sense of belonging  
Supportive  
Hope  
Harmony

Education  
Leads to  
Better  
Health !!

ENJOY  
OUR  
PLACE

Prosper

Latrobe Valley  
is a beautiful, peaceful,  
vibrant place to live

Prosper

Easy, affordable  
access to good  
quality health care



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see [www.deloitte.com/au/about](http://www.deloitte.com/au/about) for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms.

#### About Deloitte

Deloitte provides audit, tax, consulting, and financial advisory services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 150 countries, Deloitte brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Deloitte's approximately 225,000 professionals are committed to becoming the standard of excellence.

#### About Deloitte Australia

In Australia, the member firm is the Australian partnership of Deloitte Touche Tohmatsu. As one of Australia's leading professional services firms, Deloitte Touche Tohmatsu and its affiliates provide audit, tax, consulting, and financial advisory services through approximately 6000 people across the country. Focused on the creation of value and growth, and known as an employer of choice for innovative human resources programs, we are dedicated to helping our clients and our people excel. For more information, please visit our web site at [www.deloitte.com.au](http://www.deloitte.com.au).

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Touche Tohmatsu Limited

© 2017 Deloitte Touche Tohmatsu