

**Integrated primary mental health  
and addiction (IPMHA) workforce**

# **Focused Acceptance and Commitment Therapy (FACT) professional development training**

**Summary evaluation feedback, January to June 2025**

September 2025

[tepou.co.nz](http://tepou.co.nz)

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## Brief background

In January 2025, Te Pou provided a series of professional development trainings for health improvement practitioners (HIPs), health coaches and support workers who are employed in an integrated primary mental health and addiction (IPMHA) funded role in primary care or community settings. The training was informed by sector feedback on the need for ongoing professional development for these roles. The training was delivered by [Bruce Arroll](#), who is a Primary Health Care Professor at the University of Auckland, and a practicing GP since 1991. Bruce offers special consultation using the Focused Acceptance and Commitment Therapy for people who are stressed by pain or low energy.

This report focuses on the Focused Acceptance and Commitment Therapy (FACT) training for HIPs; health coaches and support workers delivered during January to June 2025. By the end of the training, trainees were expected to:

- know the goal of FACT
- conduct quick assessment
- use the work/love/play questionnaire
- become familiar with ACT interventions
- do some new behaviour change processes such as “begging” and “present-future time travel.
- be able to use the what’s the function (WTF) analysis of behaviour
- be able to use the choice point to assist in behaviour change.

## Purpose of the report and audience

This report summarises feedback from trainees who attended the workshops. It includes self-reported increases in trainees understanding and confidence after the workshop as well as their intention to apply their learning from the training in their practice.

## Method

The table below details the number of trainees who attended the workshops and evaluation responses received. Six workshops were delivered: three for HIPs, and three for health coaches & support workers. Trainees who completed the workshops responded to a semi-structured survey (Appendix One) where they provided self-reported feedback on their understanding of topics, confidence to practice and how they intend to use their learning.

In total, 105 people attended across all workshops and 98 provided evaluation responses. This gives a 93 percent response rate indicating a very high level of confidence that the responses are representative of people who attended. See table below for breakdown by cohort and dates.

Table 1: Training completions and evaluation response rates

Cohorts	Date	Number in attendance	Evaluation responses	Response rate
Health coaches and support workers	28 February 2025	18	18	93%
HIP	19 March 2025	17	17	
Health coaches and support workers	9 April 2025	17	17	
HIPs	2 May 2025	17	12	
HIPs Te Waipounamu	25 June 2025	17	15	
Health coaches Northern region	27 June 2025	19	19	
Total		105	98	

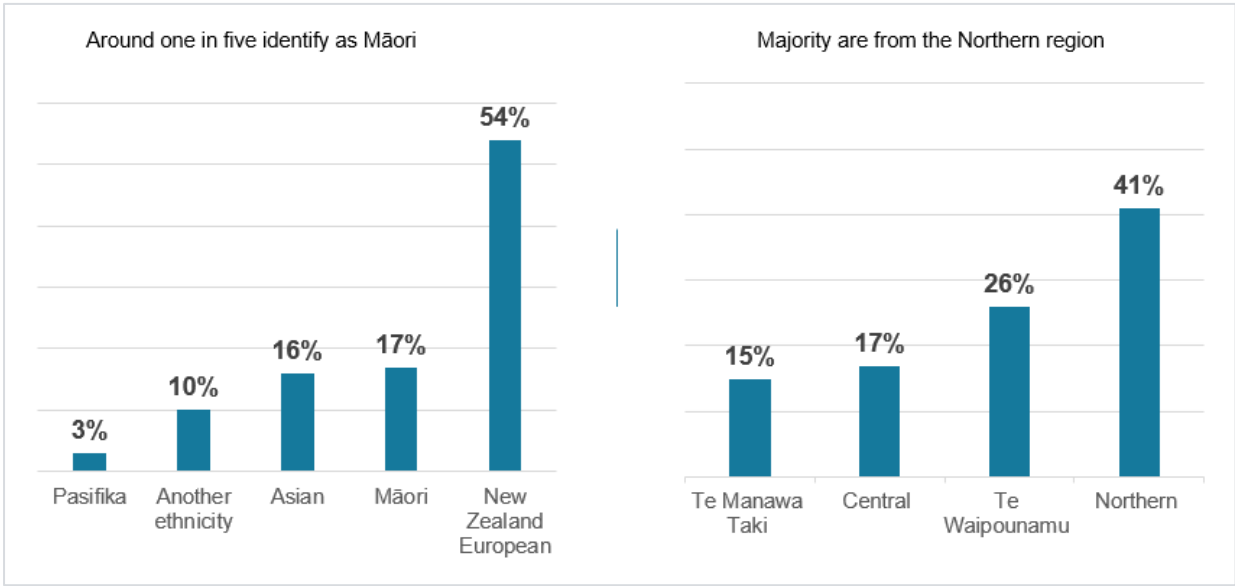
## Results

This section details a description of the trainees from their registration data (104 people), and their feedback from the post workshop survey (98 people).

### Trainee profile

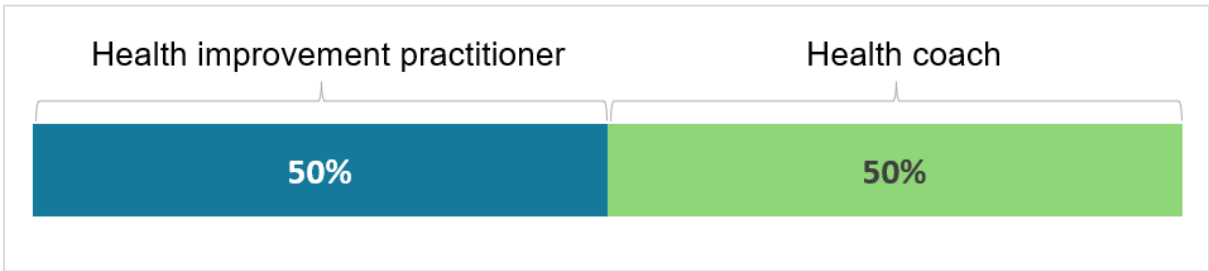
Nearly two out of five trainees (17 percent) are Māori, while over half (54 percent) are Pākehā (New Zealand European). Most of the trainees (41 percent) are from the Northern region, with the least representation from Te Manawa Taki (15 percent). See Figure 1.

Figure 1: Trainee’s ethnicity and region where they work (104 people)



Trainee roles were evenly split between HIPs and health coaches, with each group representing 50 percent of the training participants. Figure 2.

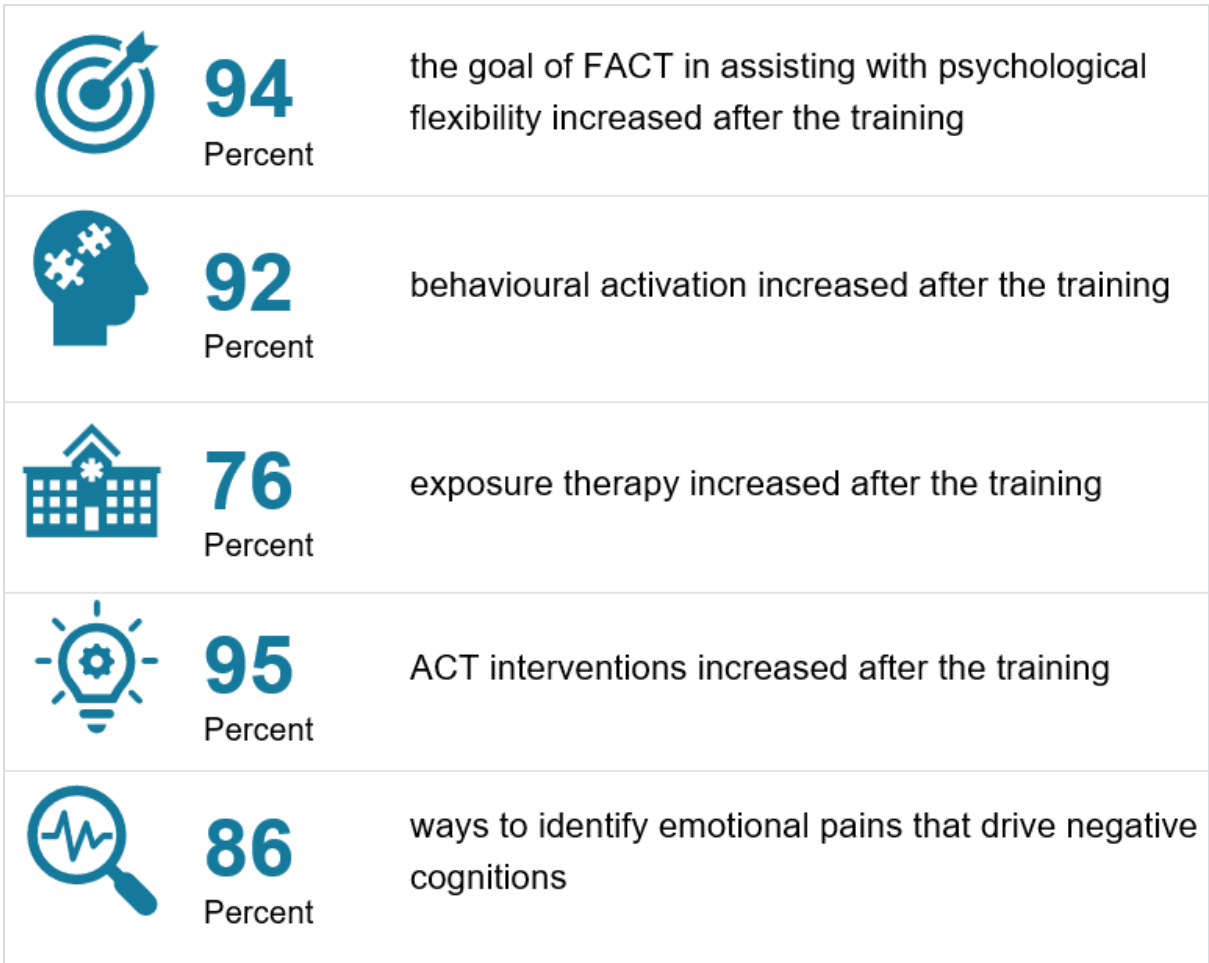
Figure 2: Trainee's role (104 people)



### Understanding of topics

Trainees rate their understanding of topics to have increased after they attended the workshop. Figure 3 shows people who responded had 'good' or 'very good' understanding of the topics taught during the workshop.

Figure 3: Feedback on trainees understanding of topics



## Trainees' confidence to implement learning

Trainees' confidence to use tools and approaches discussed during the workshop also increased. Feedback represents people who responded 'confident' or 'very confident' to utilise tools and approaches before and after the workshop. On average, trainees' confidence doubled after the workshop. See Figure 4.

Figure 4: Trainees confidence to use tools and approaches



## Applying learning to practice

The majority, **94 percent** of the trainees said they were likely or very likely to use their learning from the workshop in their practice.

Of the 94 percent (92 people) who mentioned they intend to apply their learning from the workshop in their practice, 86 percent (79 people) gave examples of tools and approaches they intend to apply. Choice point (19 mentions), Bullseye (19 mentions), Symptom distancing (18 mentions), and Anchoring (16 mentions), were mostly mentioned. Other tools and approaches included Neuro Linguistic Programming technique, Behavioural activation and values-based approaches. Respondents could mention more than one tool or technique they intend to use.

Overall, the workshop was well-received, with several participants stating they would use “all of it” and found it to be the most engaging and practical training they had attended.

Figure 5: Tools and approaches trainees intend to apply to their practice.



## Additional reflections from trainees

Trainees shared more reflections about their experience of the workshop. Many commented positively about their experience of the workshop, and others commented on what else they would like to see in future workshops as a way of improving the workshops. Comments are shared in the quotes below.

“Great course would fully recommend this. Thankyou!”

“I have thoroughly enjoyed training. The trainer explained the FACT tools very well and gave helpful practical tips that we can apply to improve our approach.”

“The best fact training I have done. The trainer is a great teacher and passion for their work is impressive.”

“Fantastic workshop, very valuable. The trainer made everything easy to understand, has engaging stories and very practical ideas to apply (rather than the usual "this is the theory" workshops.”

“Very helpful but would like more examples on the discussions with patient and Health or Professional around how to get people to agree to committing to changes or Bulls eye or Choice point.”

“Some more structure to the presentation would be helpful for consistency and information flow. There was a bit of back and forth which was confusing. Also, practising a full fACT session would be useful as breakout exercise.”



## Conclusion

The workshop was perceived as effective in enhancing trainees' understanding and confidence. Most participants felt more confident using the tools and approaches discussed, with confidence levels doubling on average. A large majority, 94 percent said they were likely to apply what they learned in their practice. Of those, 86 percent gave specific examples, with tools like Choice Point, Bullseye, Symptom Distancing, and Anchoring mentioned most often.

Feedback showed the workshop was engaging and practical, with many calling it the best training they have attended. Trainees also shared ideas to improve future workshops, such as having more examples, and adding structure to the presentation.

## Appendix One: Survey questions

### FACT training

Kia ora and thank you for attending the FACT training.

Your feedback is important to us. Please share your ratings on your understanding and confidence by responding to the following questions. It will take only about 5 minutes of your time. Your feedback will be held in confidence, and is anonymous, this means that your name will not be mentioned in the report from this evaluation. Te Pou will use the feedback for quality improvement purposes.

If you have any questions about the workshop, please contact the Te Pou IPMHA Programme Manager, Tina Harrison, on [IPMHA@tepou.co.nz](mailto:IPMHA@tepou.co.nz)

Thank you.

Please rate your agreement with the following statements about your understanding of the topics at the workshop

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
My understanding of the goal of FACT in assisting with psychological flexibility increased after the training					
My understanding of behavioural activation increased after the training					
My understanding of exposure therapy increased after the training					
My understanding of the ACT interventions increased after the training					
The training enhanced my understanding of the ways to identify emotional pains that drive negative cognitions					

Please rate your confidence to practice after the training

	Not at all confident	Not confident	Fairly confident	Confident	Very confident
My confidence to use FACT to conduct quick assessment with a person I am supporting					
<b>Now</b>					
<b>Before the training</b>					

My confidence to use the work/love/play questionnaire to assess a persons current situation					
<b>Now</b>					
<b>Before</b> the training					
My confidence to use the choice point to assist in client behaviour change					
<b>Now</b>					
<b>Before</b> the training					
My confidence to to use the what's the function (WTF) analysis of the behaviour					
<b>Now</b>					
<b>Before</b> the training					
My confidence to implement Symptom Distancing process					
<b>Now</b>					
<b>Before</b> the training					
My confidence to use the bulls-eye					
<b>Now</b>					
<b>Before</b> the training					
My confidence to practice behaviour change processes such as 'begging' and 'present-future time travel'					
<b>Now</b>					
<b>Before</b> the training					

How likely are you to apply your learning from this training to your practice? (Insert skip)

Very unlikely  
 Unlikely  
 Fairly likely  
 Likely  
 Very likely

Please list aspects of the training you intend to apply to your practice  
 (Open-ended)

Please include any other comments (open-ended)

Thank you for your feedback. If you have any questions about the evaluation, please contact the Te Pou Evaluation Manager, [Katie.palmerdupreez@tepou.co.nz](mailto:Katie.palmerdupreez@tepou.co.nz)