

Support worker e-learning Evaluation report

January to June 2026

August 2026

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Background

The integrated primary mental health and addiction (IPMHA) programme is funded by Health New Zealand |Te Whatu Ora across its localities in New Zealand. This programme introduces a range of roles to increase people's access to and choice of support and services in primary and community health settings. This includes support workers, and health improvement practitioners (HIP).

The role of Te Pou is to support the workforce development of this programme. This includes overseeing the delivery of training programmes for HIPs and making available e-learning for people in support work roles who are new to working in primary care.

Learning objectives

The learning objectives for the support worker e-learning are:

- support workers understand primary health roles and how they can work in an integrated way
- support workers complete tasks in an integrated way within a primary health team.

An evaluation is built into the e-learning. The purpose is to assess how well the module meets the specified learning objectives; and assess the success of the e-learning in developing the support workers' knowledge, skills, and confidence. Te Pou publishes periodic report detailing feedback from people completing the modules. The immediate past [evaluation report](#) had feedback from people who completed e-learnings between July and December 2025. This report covers feedback received from people who completed and responded to evaluations between January and June 2026.

Method

Support workers who completed the e-learning between January and June 2026 responded to a post e-learning evaluation (Appendix A). A five-point Likert scale of 1 (very poor) and 5 (very good) was used to assess trainees understanding and confidence of topics covered in the modules. Responses are self-reported data by people who responded to the evaluations.

Table 1 below shows the number of e-learning completions, evaluation responses and corresponding response rates, by module. Response rates represent the average number of people completing all four modules (46) divided by the number of people who responded to the evaluation (25). A fifty-four percent response rate indicates a good level of confidence the responses received is a representation of people who completed the e-learning during the period under consideration.

Table 1: Completions and evaluation response rates

Modules	Number of people who completed e-learning ¹	Number of people who responded to evaluation	Response rates
Safety and wellbeing	44	25	54%
Working effectively in primary health	49		
Teamwork and collaboration	46		
Utilising information technology	43		

¹ Data source – monitoring reports for the periods January – June 2026

Results

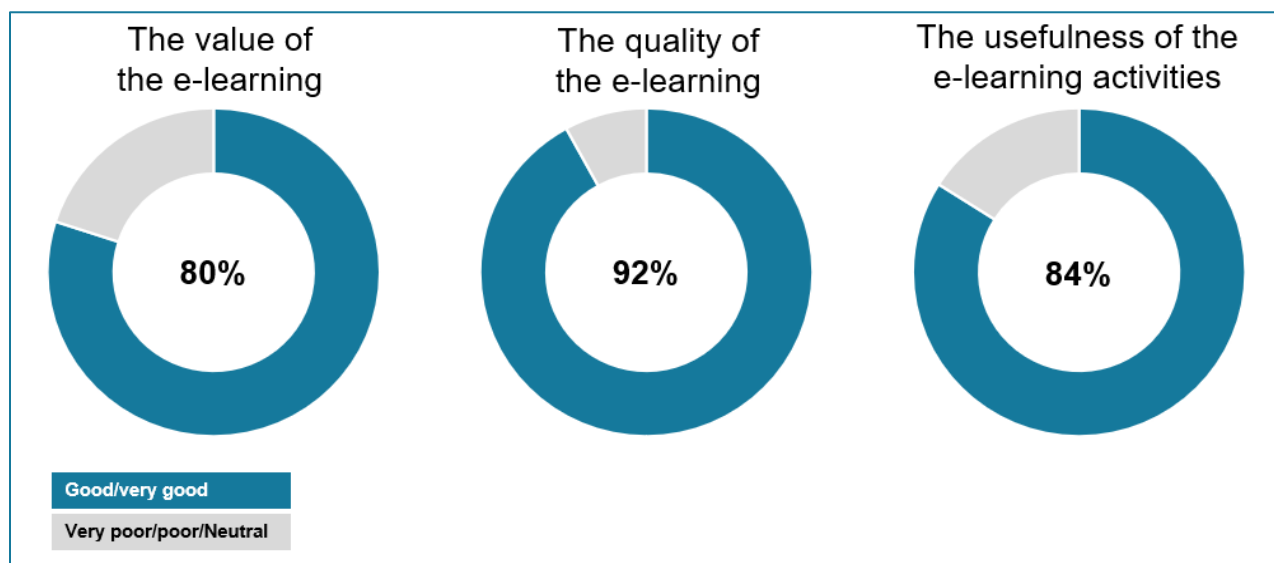
Following trainees' views on the overall value, quality and usefulness of the e-learning, feedback is presented according to the four e-learning modules:

- Safety and well-being
- Working effectively in primary health
- Teamwork and collaboration
- Utilising information technology.

Value, quality and usefulness of the e-learning

Trainees gave positive feedback about the e-learning. Most support workers said it was 'valuable' or 'very valuable' (80 percent). Almost all said the quality was 'good' or 'very good' (92 percent), and that the e-learning was 'useful' or 'very useful' (84 percent). See Figure 1.

Figure 1: The value, quality and usefulness of the e-learning (25 people)

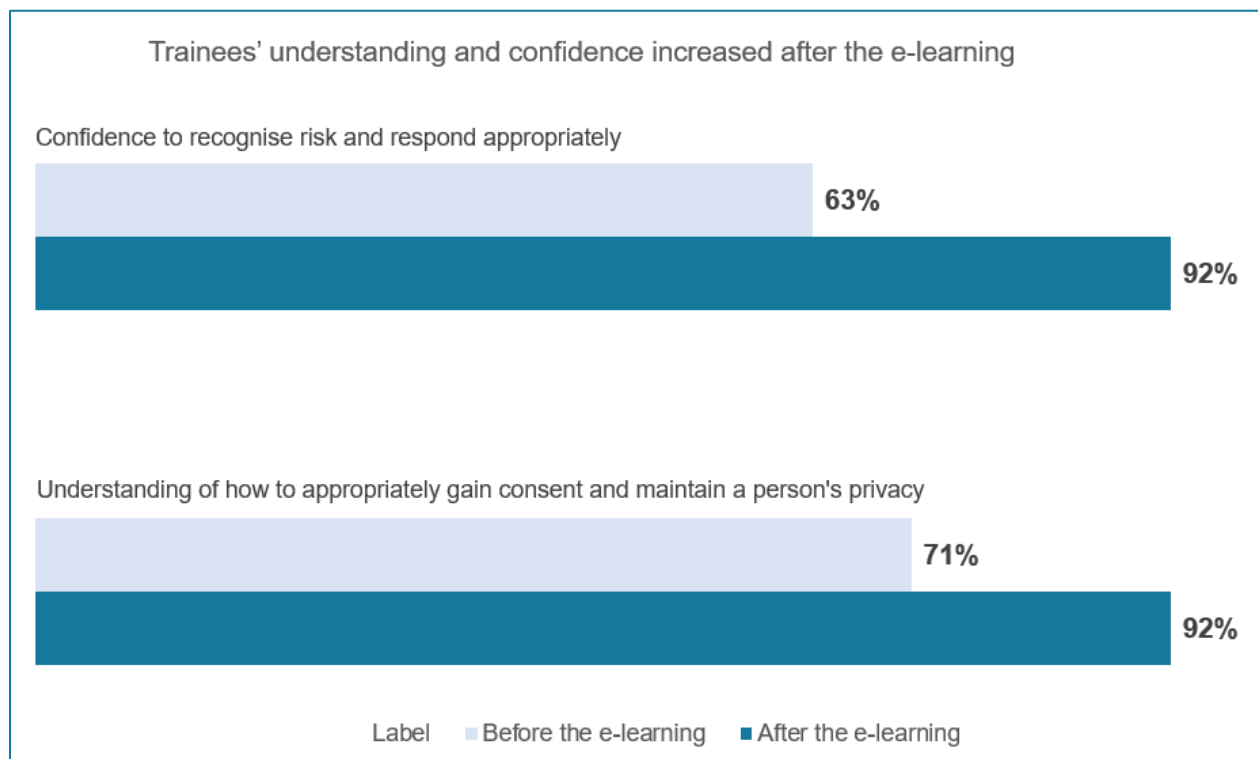


Safety and wellbeing module

Trainees' confidence to recognise risk and respond appropriately increased 1.5 times after completing the module, down from 2.6 times in the previous report. Their understanding of how to appropriately gain consent and maintain a person's privacy increased to 1.3 times after the e-learning, down from 1.7 times in the last report. See Figure 2.

The increases trended downward when compared to the last report. This may be because trainees rated their confidence and understanding as slightly higher before they completed the e-learning.

Figure 2: Understanding and confidence - safety and well-being module (25 people)

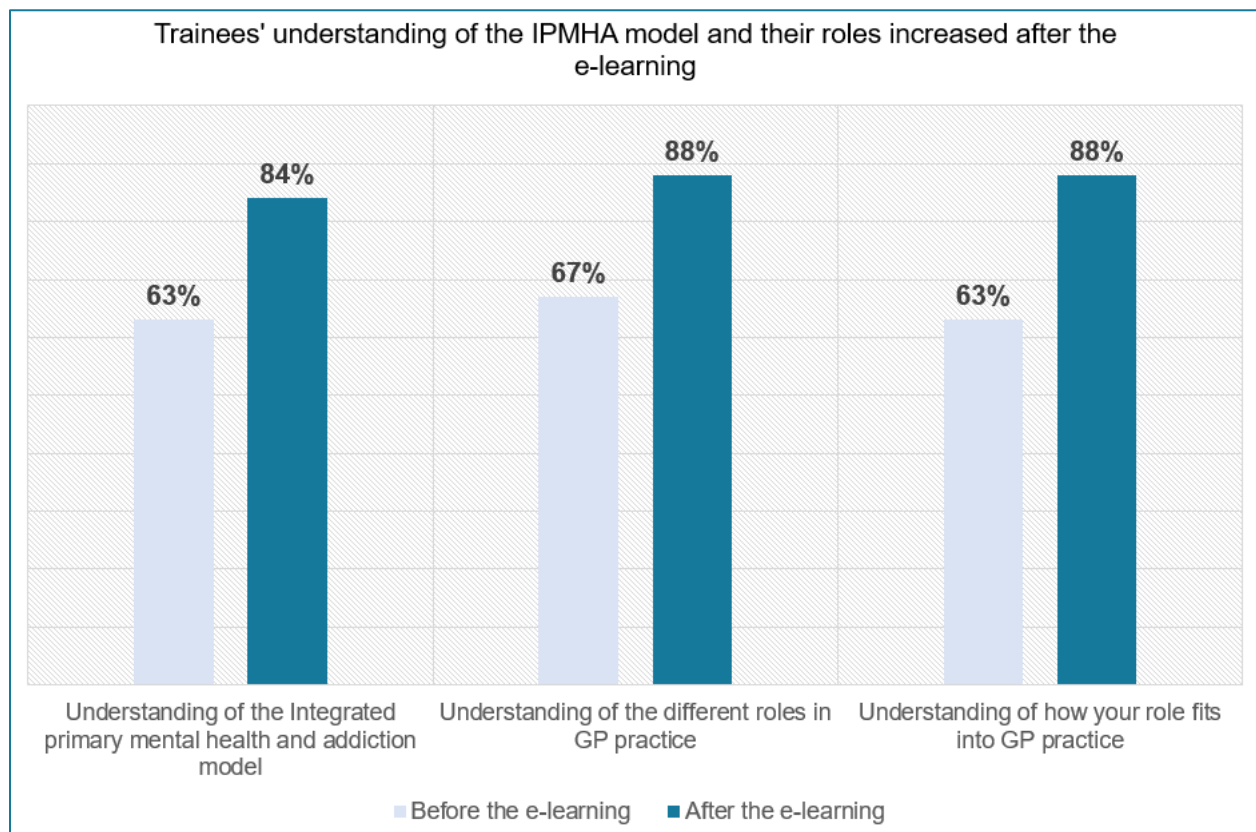


Working effectively in primary health

Trainees' understanding of the Integrated Primary Mental Health and Addiction (IPMHA) model increased 1.3 times, down from 2.9 times in the last report. Their understanding of the different roles in GP practice increased 1.3 times, down from 2.1 in the last report. Similarly, their understanding of how their roles fit into the GP practice increased 1.4 times, down from 2.1 times in the immediate past report. See Figure 3.

Increases trended slightly downward when compared to the last report, this could be because trainees generally rated themselves as having good level of understanding prior to completing the e-learning.

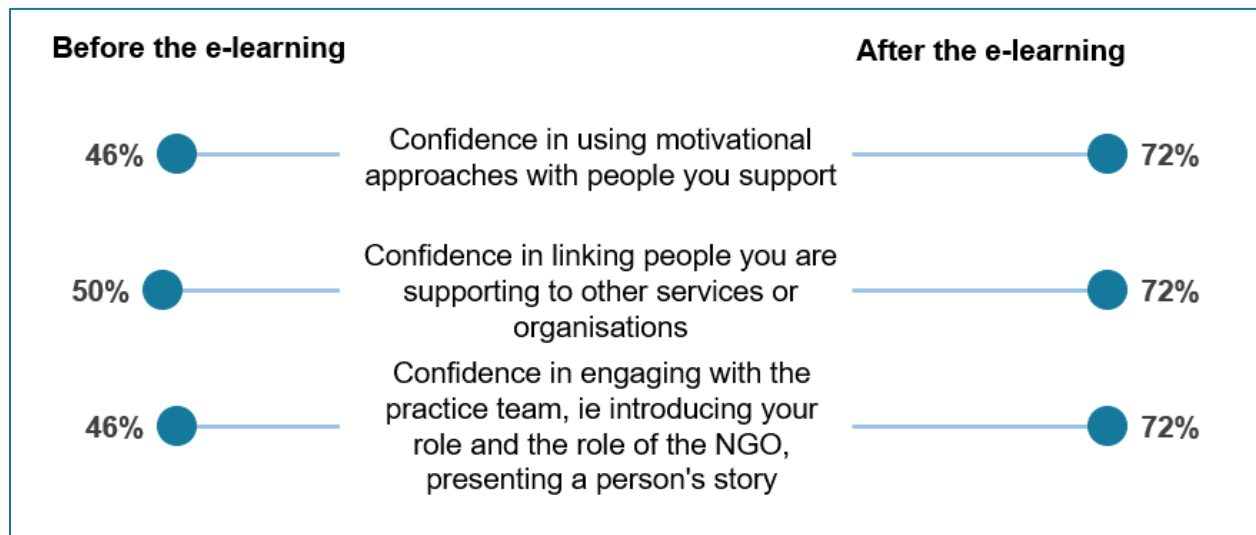
Figure 3: Understanding of the IPMHA model and trainee's role - working effectively in primary health (25 people)



Teamwork and collaboration

Trainees' confidence in using motivational approaches with people they support increased 1.6 times, down from 2.7 times in the last report. Their confidence in linking people they support to other services increased 1.4 times, down from 2.4 in the last report. Similarly, trainees' confidence in engaging with their practice team increased 1.6 times, down from 2.4 times. See Figure 4.

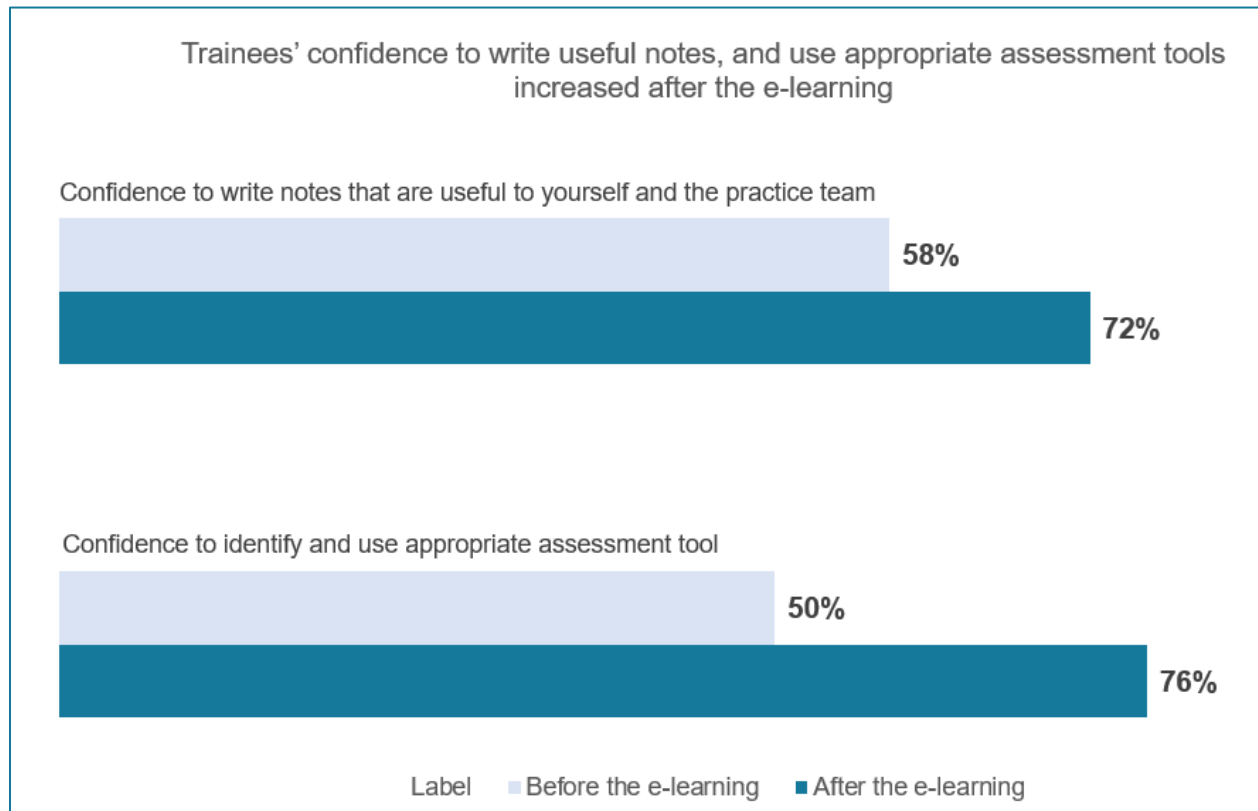
Figure 4: Trainees' confidence to practice and link people with services - teamwork and collaboration (25 people)



Utilising information technology

Trainees' confidence to write notes that are useful to themselves, and the practice team increased 1.3 times, down from 3.6 times previously. Similarly, their confidence in identifying and using appropriate assessment tools increased 1.5 times, a notable decrease from 4.2 times in the last report. See Figure 5.

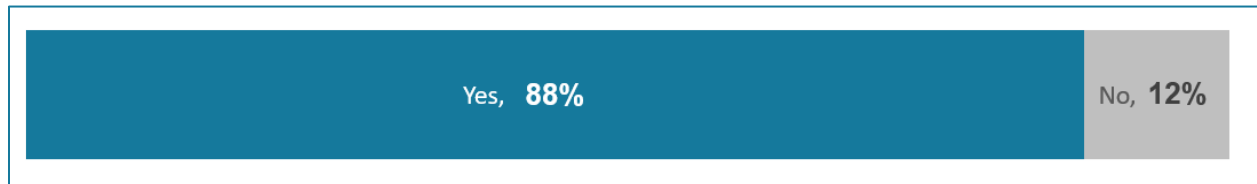
Figure 5: Trainees' confidence to write notes and identify appropriate tools - utilising information (25 people)



Trainees plan to use apply learning in their work

Trainees responded positively about their intention to use their learning from the e-learning in their work. More than 8 out of 10 respondents (88 percent) said they intend to use their learning from the e-learning in their work. See Figure 6.

Figure 6: Learners' intention to use learning (24 people)



Learners shared examples of how they intend to use their learning. Notably, people shared they would build stronger relationships with the general practice teams and colleagues, communicate more clearly and maintain their personal wellbeing. Using open questions, Motivational Interviewing techniques, writing clear notes and using Te Whare Tapa Whā are other examples of aspects of the e-learning that people intend to apply. Some comments are provided in quotes below.

“Making sure I meet and introduce myself to all members of the general practice team. Practice closing the loop. Being mindful to look after my own wellbeing.”

“Integrating within the general practice and colleagues, attending huddles and ‘closing the loop’. Maintaining safety and wellbeing for myself and whai ora I am supporting.”

“Apply the Te Whare Tapa Whā model more often in our workspace and at home. Assess whai ora more thoroughly.”

Following guidelines on how to write notes, follow emergency procedure,

Conclusion

The evaluation results suggest the support worker e-learning is meeting its purpose for many trainees. Respondents generally viewed the e-learning positively and reported increases in understanding and confidence across the modules.

Increases in understanding and confidence across topics were lower than in the previous report, as most trainees rated their understanding or confidence as good before completing the e-learning, which may have contributed to the differences in change reported after the modules.

The findings also suggest that trainees see the learning as relevant to their work. Their comments show that they intend to apply practical parts of the e-learning, including working with general practice teams, using motivational approaches, writing clearer notes, maintaining their own safety and wellbeing, and using Te Whare Tapa Whā.

The feedback suggests the e-learning remains useful for supporting new support workers in primary care settings.

Appendix

Support worker e-learning evaluation

Introduction

Tēnā koe,

Thank you for completing this e-learning.

Please take the next 10 to 15 minutes to respond to the post e-learning evaluation survey. Your feedback is important as it helps Te Pou understand what parts of the e-learning is working and what parts need more work.

Participation is voluntary. The survey is anonymous. Data will be collated and used for outcome evaluation and periodic monitoring reports to Te Whatu Ora. No one will be identified in the reports and completion statistics Te Pou shares with Te Whatu Ora

Overall value of the e-learning

Please rate the value of the e-learning

- Not valuable
- A little valuable
- Somewhat valuable
- Valuable
- Very Valuable

Please rate the overall quality of the e-learning

- Very poor
- Poor
- Neutral
- Good
- Very good

Please rate the usefulness of the e-learning activities

- Not useful
- A little useful
- Somewhat useful
- Useful
- Very useful

Please answer the following questions about the working effectively in primary health module					
Please rate your understanding of the integrated primary mental health and addiction model					
	Very poor understanding	Poor understanding	Neutral	Good understanding	Very good understanding

After this module					
Before this module					
Please rate your understanding of the different roles in GP practice					
After this module					
Before this module					
Please rate your understanding of how your role fits into the GP practice					
After this module					
Before this module					

Please answer the following questions about the teamwork and collaboration module					
Please rate your confidence in engaging with the practice team, ie introducing your role and the role of the NGO, presenting a person's story					
	Not confident	A little confident	Somewhat confident	Confident	Very confident
After this module					
Before this module					
Please rate your confidence in linking people you are supporting to other services or organisations					
After this module					
Before this module					
Please rate your confidence in using motivational approaches with people you support					
After this module					
Before this module					

Please answer the following questions about the utilising information technology module					
Please rate your confidence to identify and use appropriate assessment tool					
	Not confident	A little confident	Somewhat confident	Confident	Very confident
After this module					
Before this module					
Please rate your confidence to write notes that are useful to yourself and the practice team					
After this module					
Before this module					

module					
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Please answer the following questions about the safety and wellbeing module					
Please rate your understanding of how to appropriately gain consent and maintain a person's privacy					
	Very poor understanding	Poor understanding	Neutral	Good understanding	Very good understanding
After this module					
Before this module					
Please rate your confidence to recognise risk and respond appropriately					
After this module					
Before this module					

Please give three examples of how you plan to use your learning (open ended)

Please comment on your ratings (open ended)

Did you experience any challenges accessing or navigating this e-learning?

- Yes
- No

If yes, please specify the issues you encountered (open ended)

Which Te Whatu Ora Health New Zealand District do you work in?

- Te Tai Tokerau
- Waitematā
- Te Toka Tumai (Auckland)
- Counties Manukau
- Waikato
- Lakes
- A Toi Bay of Plenty
- Tairāwhiti
- Taranaki
- Te Pae Hauora o Ruahine o Tararua MidCentral
- Whanganui
- Capital, Coast and Hutt Valley
- Te Matau a Māui Hawke's Bay
- Wairarapa
- Waitaha Canterbury

- Te Tai o Poutini West Coast
- Nelson Marlborough
- Southern
- South Canterbury

Te Pou may contact you in future to learn about how you are applying your learning to your work. If you would like to provide this feedback, please share your contact information.

- Email address
- Phone number

Thank you once again for your feedback.

If you have any questions about the e-learning, please contact Alexia Black on elarning@tepou.co.nz. If your question is about your participation in this survey, please contact Katie on evaluation@tepou.co.nz.