Support worker e-learning evaluation report

July to December 2025

February 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, health coaches and health improvement practitioners (HIP).

The role of Te Pou is to support the workforce development of this programme. This includes delivering training programmes for HIPs and health coaches. An e-learning is available 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 January and June 2025. This report covers feedback received from people who completed and responded to evaluations between July and December 2025.

Method

Support workers who completed the e-learning during July and December 2025 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 divided by the number of people who responded to the evaluation. A fifty-eight 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	51	30	58 percent
Working effectively in primary health	54		
Teamwork and collaboration	51		
Utilising information technology	51		

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[1] Data source – monitoring reports for the periods Jul – Dec 2025

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 shared feedback on the value, quality, and the usefulness of the e-learning. An overwhelming majority of support workers report the e-learning was either valuable or very valuable (97 percent). In addition, everyone (100 percent) said the e-learning was of good or very good quality and useful or very useful. See Figure 1.

Figure 1: The value, quality and usefulness of the e-learning (30 people)

The value of the e-learning: 97%

The quality of the e-learning: 100%

The usefulness of the e-learning activities: 100%

Good/very good

Very poor/poor/Neutral
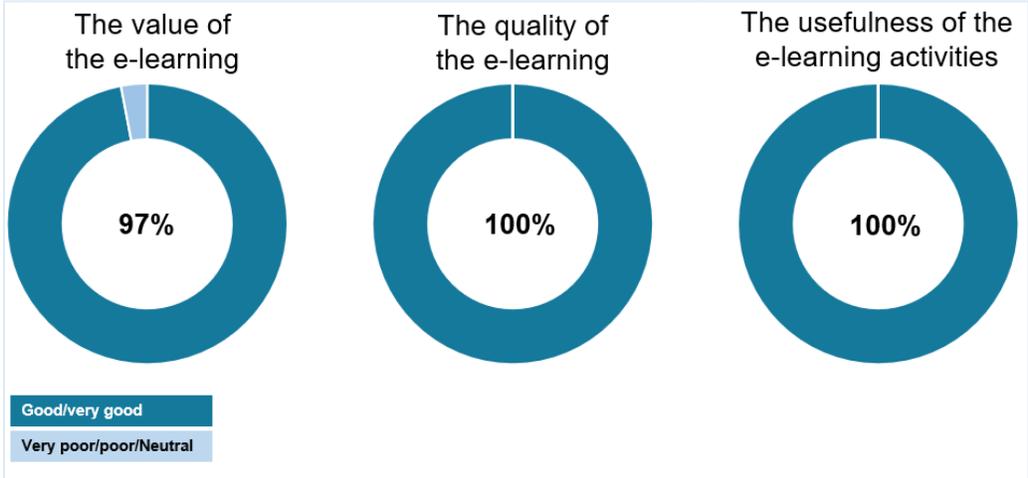
Safety and wellbeing module

Trainees' confidence to recognise risk and respond appropriately more than doubled (2.6 times) after completing the module, up from 2.0 times in the previous report. Their understanding of how to appropriately gain consent and maintain a person's privacy increased to 1.7 times after the e-learning, up from 1.6 times in the last report. See Figure 2.

Figure 2: Understanding and confidence - safety and well-being module (30 people)

Trainees' understanding and confidence increased after the e-learning

Confidence to recognise risk and respond appropriately
- Before the e-learning: 32%
- After the e-learning: 83%

Understanding of how to appropriately gain consent and maintain a person's privacy
- Before the e-learning: 57%
- After the e-learning: 100%

Label ■ Before the e-learning ■ After the e-learning
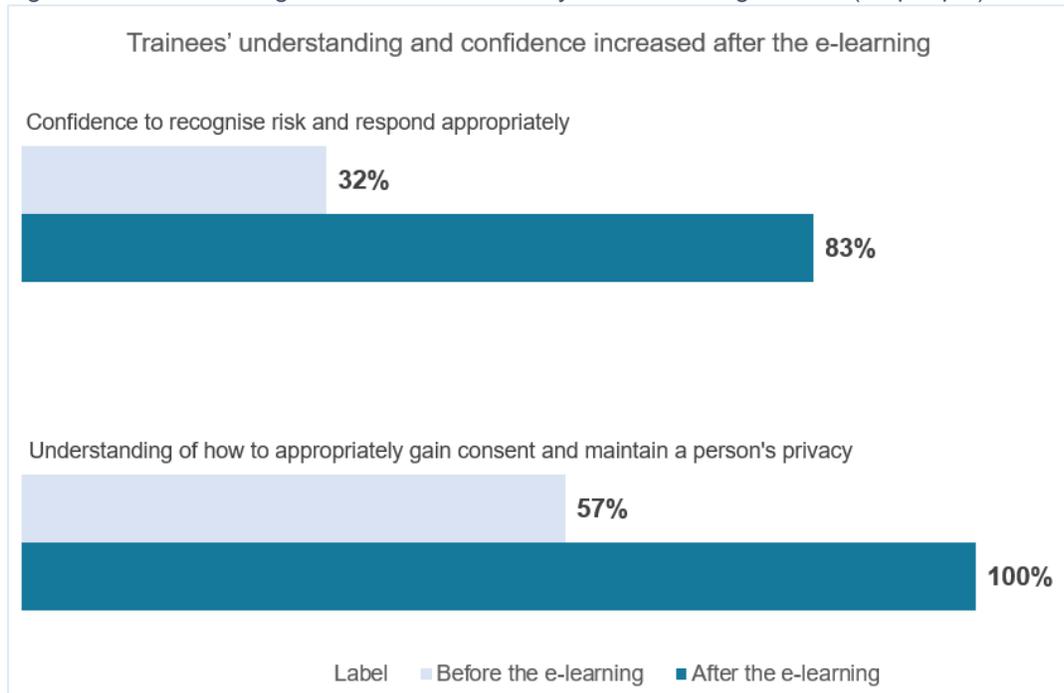
Working effectively in primary health

Trainees' understanding of the integrated primary mental health and addiction (IPMHA) model increased 2.9 times, up from 1.8 times in the last report. Their understanding of the different roles in GP practice doubled, 2.1 times increase, up from 1.4 in the last report. Similarly, their understanding of how their roles fit into the GP practice increased 2.1 times, up from 1.6 times in the immediate past report. See Figure 3.

Figure 3: Understanding of the IPMHA model and trainee's role - working effectively in primary health module (30 people)

Trainees' understanding of the IPMHA model and their roles increased after the e-learning

- Understanding of the Integrated primary mental health and addiction model: Before the e-learning 31%, After the e-learning 90%
- Understanding of the different roles in GP practice: Before the e-learning 45%, After the e-learning 93%
- Understanding of how your role fits into GP practice: Before the e-learning 45%, After the e-learning 93%

Before the e-learning ■ After the e-learning

Teamwork and collaboration

Trainees' confidence in using motivational approaches with people they support more than doubled (2.7 times), an increase from 2.0 times in the last report. Their confidence in linking people they are supporting to other services, and engaging with their practice team increased 2.4 times (up from 1.7 times in last report) and 3.2 times (up from 1.9 times in the last report), respectively. See Figure 4.

Figure 4: Trainees' confidence to practice and link people with services - teamwork and collaboration module (30 people)

Before the e-learning   **After the e-learning**

29% ● —— Confidence in using motivational approaches with people you support —— ● 79%

32% ● —— Confidence in linking people you are supporting to other services or organisations —— ● 76%

26% ● —— Confidence in engaging with the practice team, ie introducing your role and the role of the NGO, presenting a person's story —— ● 83%
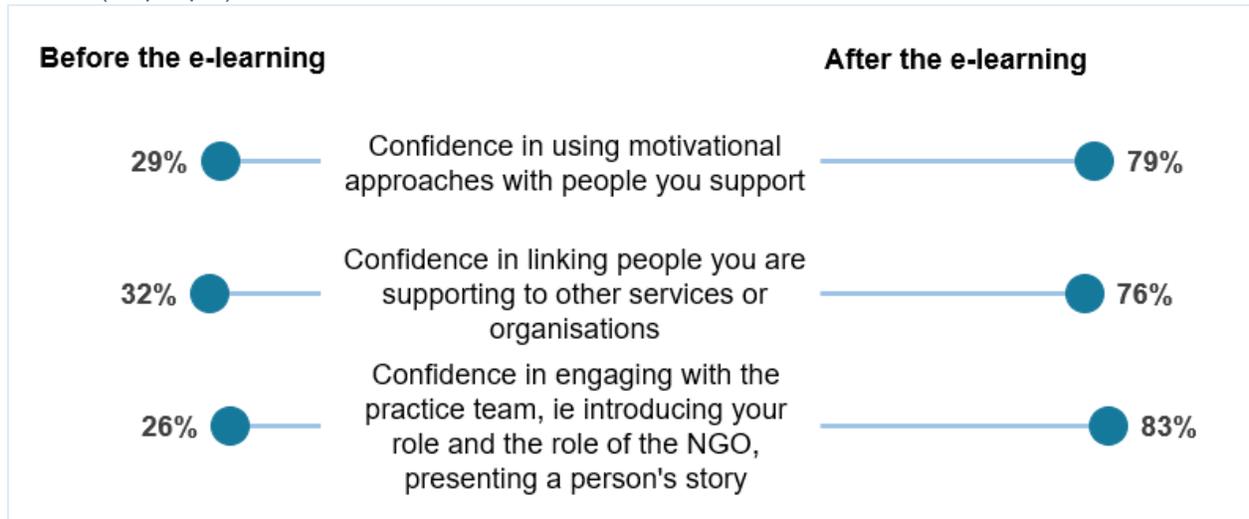
Utilising information technology

Trainees' confidence to write notes that are useful to themselves and the practice team, to identify and use appropriate assessment tools, increased 3.6 times (a two-fold increase from 1.7 times in the last report) and 4.2 times (more than double from 1.9 times in the last report), respectively. See Figure 5.

Figure 5: Trainees' confidence to write notes and identify appropriate tools - utilising information technology module (30 people)

Trainees' confidence to write useful notes, and use appropriate assessment tools increased after the e-learning

Confidence to write notes that are useful to yourself and the practice team

25%

90%

Confidence to identify and use appropriate assessment tool

19%

79%

Label   ■ Before the e-learning   ■ After the e-learning
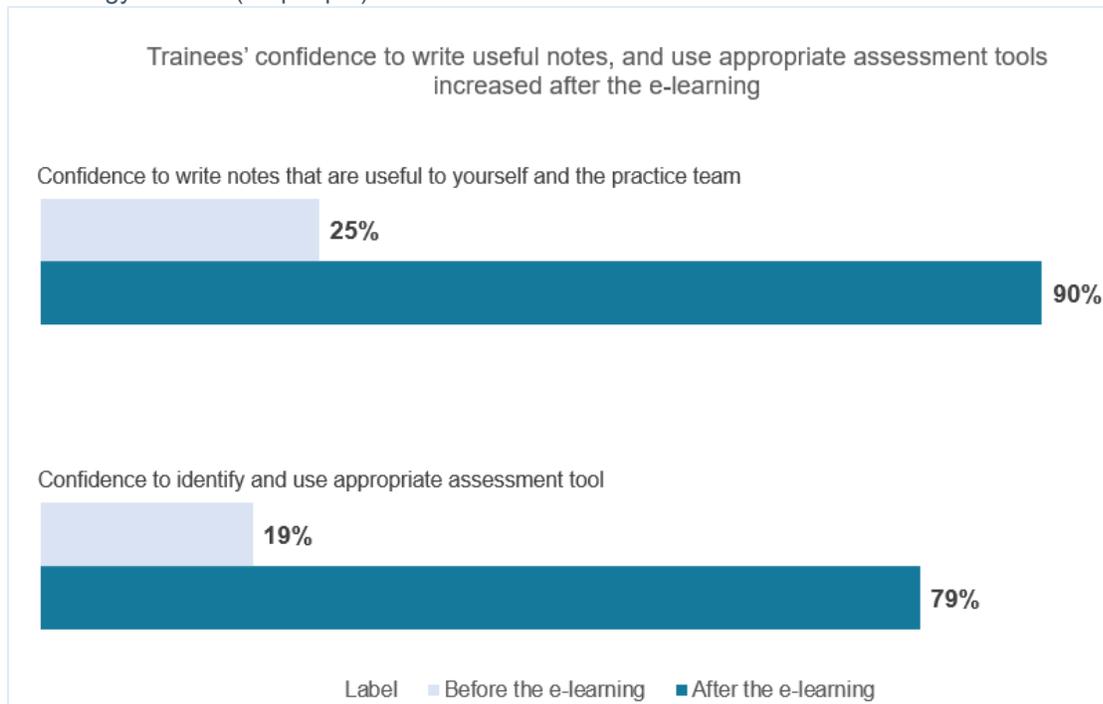
Trainees plan to use apply learning in their work

Everyone (100 percent) who responded to the evaluation, reported that they intend to apply learning from the e-learning to their practice, 78 percent gave examples of how they intend to do so. In general, trainees would apply their learning in selfcare, discuss their learning with colleagues and engage more confidently with tāngata whai ora.

Comments are shared in the quotes below.

"Discuss my role with the practice team and how we can best communicate/refer to enhance tāngata whai ora experience with our services. Enhance my own well-being to better be available to support tāngata whai ora. Ask lots of questions of the team of people I work with to help build and develop my skills and understanding in this new role".

"Engage confidently with whai ora. Case notes writing. Talk with my team more".

"Communicating my role to other primary care workers, structuring my notes with SOAP framework, and using appropriate outcome assessments".

"Celebrate small wins in my work to keep myself motivated / journal work feelings. Try to stay connected with friends or whanau (build relationships and not let it be draining or say when it is draining). Practice Te Whare Tapa Whā on myself".

"When talking to clients I will be able to assess risk, gain consent and ask open ended questions to probe more information from people about what is going on in their lives".

Conclusion

The support worker e-learning modules continues to equip trainees with the knowledge, skills, and confidence in their work. Quantitative results show consistent increases in confidence and understanding across all four modules. Trainees' confidence to recognise risk, maintain privacy, use motivational approaches, link people to services, and write effective notes all demonstrated substantial increases after they completed the respective modules.

In comparison to results from the January to June 2025 report, there were notable increases in trainees' confidence to write notes and identify and use appropriate assessment tools. Changes only reflect trainees self-reported levels of confidence and no significance testing was done.

Trainees gave examples of how they planned to apply learning from the e-learning to their day-to-day practice in their roles. Trainees use their learning to practice more selfcare, discuss more with colleagues and work better with tāngata whai ora.

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 are 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					

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 elearning@tepou.co.nz. If your question is about your participation in this survey, please contact Katie on evaluation@tepou.co.nz.