



CEED STAKEHOLDER FEEDBACK REPORT 2018

Email: admin@ceed.org.au

Website: www.ceed.org.au



THE VICTORIAN
CENTRE OF
EXCELLENCE IN
EATING
DISORDERS

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The CEED stakeholder survey was undertaken in September 2018 and attracted 99 respondents. The survey was sent out to all email addresses on our stakeholder database which is generated through people subscribing through our website, people who have attended training and events or received a consultation, and lists of service managers and leaders.

SUMMARY

As part of CEED's commitment to delivering the best quality service we can to our stakeholders, we are thrilled to have received almost 100 responses to our stakeholder survey and to receive the range of and thoughtful feedback. We are currently providing the respondents feedback to our team and using it to inform CEED's service planning.

It was pleasing to see that most of our services are very highly valued and utilised. Clearly most respondents have used our education and training program at some stage and find our training relevant and of high quality. We have noted the feedback regarding increasing our multidisciplinary focus and access issues for our rural and regional stakeholders, and already have our first 2 day FBT training for the year occurring in the North East of Victoria. We are also considering how we can keep you more informed about research and developments in eating disorders, and further resources as suggested in ideas for improvement.

It is worthy to note that rural and regional stakeholders comprise a significant majority of our case consultation services, which highlights the need and that people are accessing support to increase their confidence in managing eating disorders within their local community.

Finally we are incredibly humbled by the positive response to the final question regarding the value of CEED to the sector. We look forward to continuing to serve this sector in a way which increases capacity to deliver world class eating disorders treatment. We have made the summary brief for ease of access, and hopefully the information is useful to you. Please contact me if you wish to discuss any aspect.

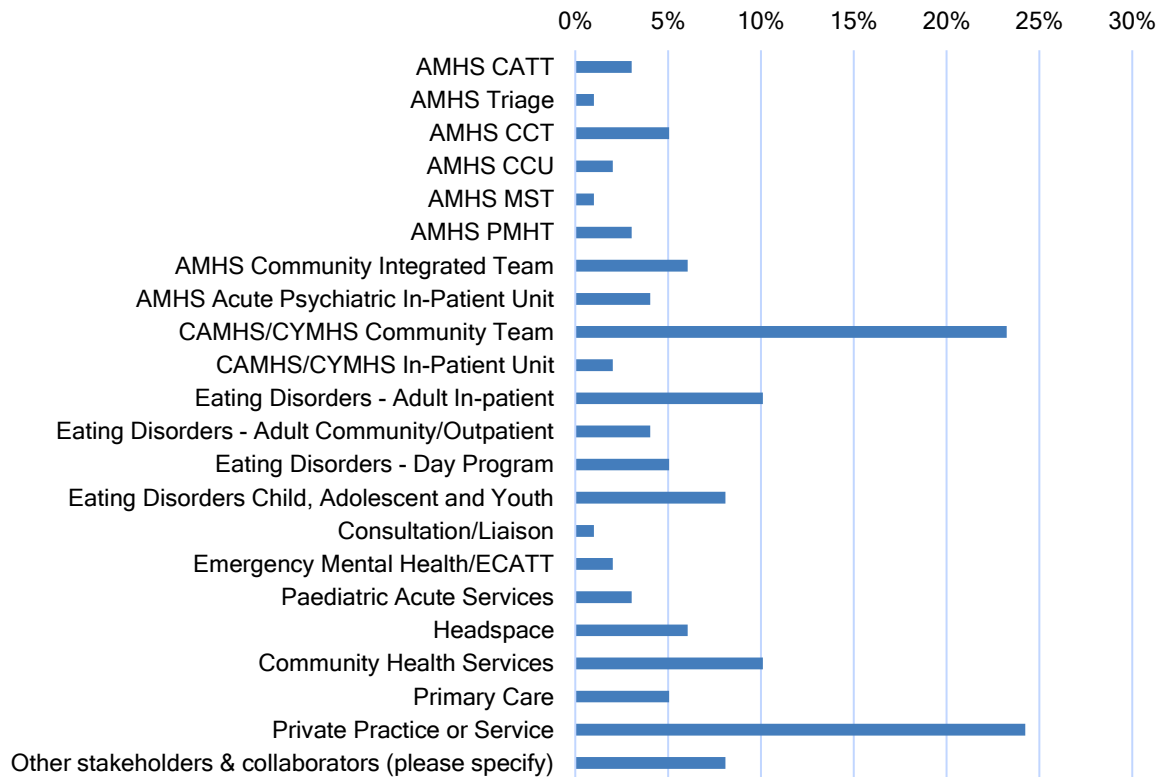
Claire Diffey, Manager, The Victorian Centre of Excellence in Eating Disorders

"CEED has been> such an important part of my journey as a clinician who has only over the last 4 years become trained in and passionate about treating clients in our rural community with eating disorders. I couldn't have done it without CEED training and the assistance of secondary consults to increase skills and confidence"

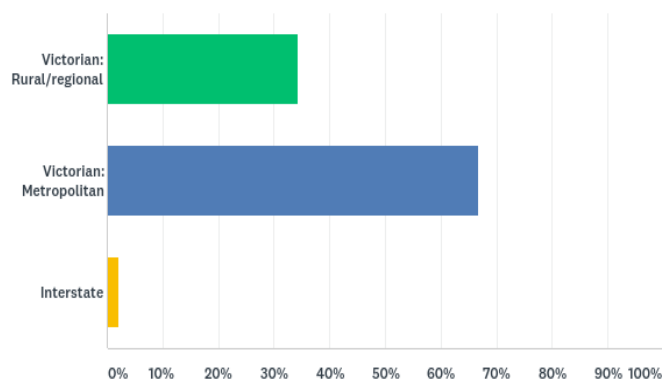
WHO RESPONDED (N=99)

We had a wide spread of respondents from different workplace types, locations and professions. Every AMHS region in Victoria was represented. Dietitians, psychologists and social workers represented almost 70% of respondents.

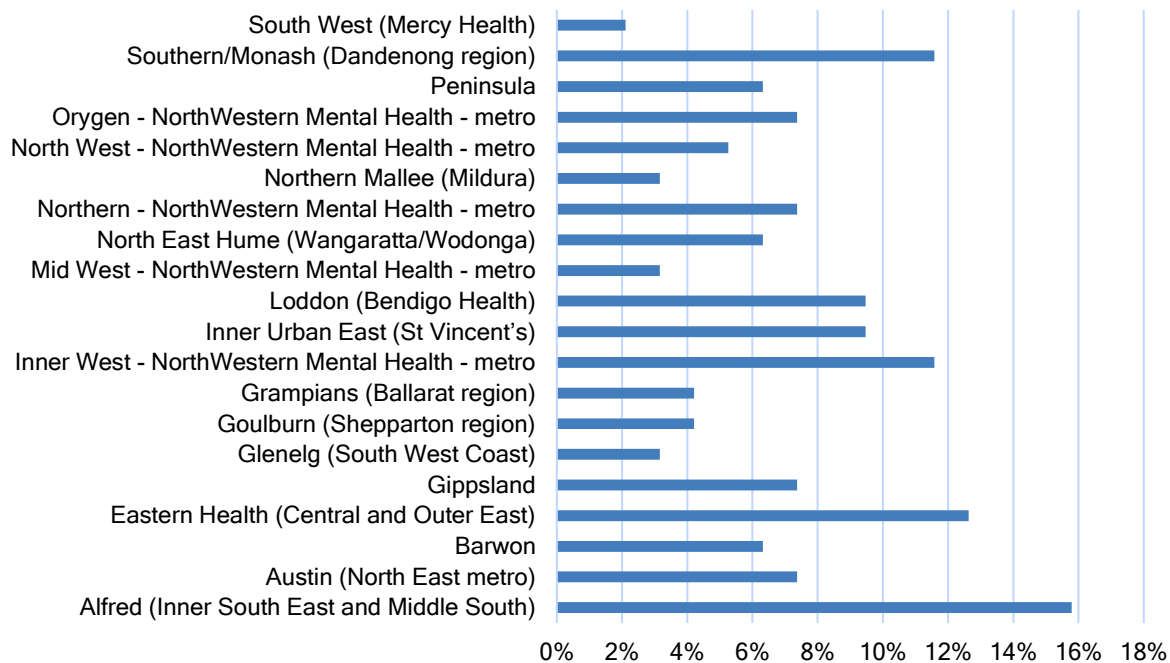
Services respondents worked in



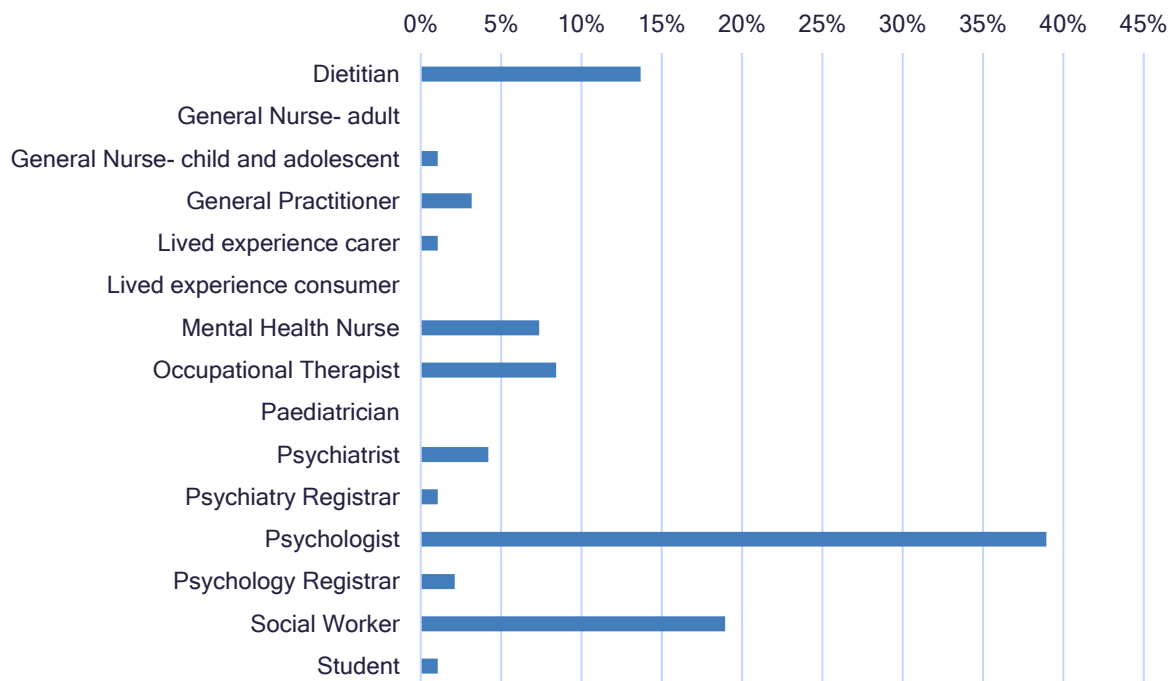
Metropolitan versus Rural



Region (if in Victoria)



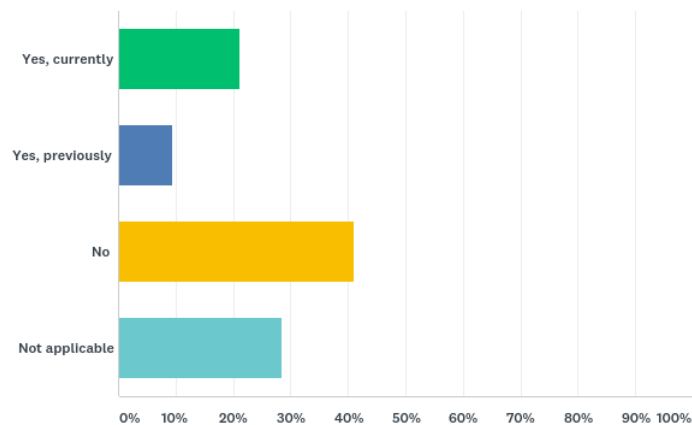
Professional group/discipline.



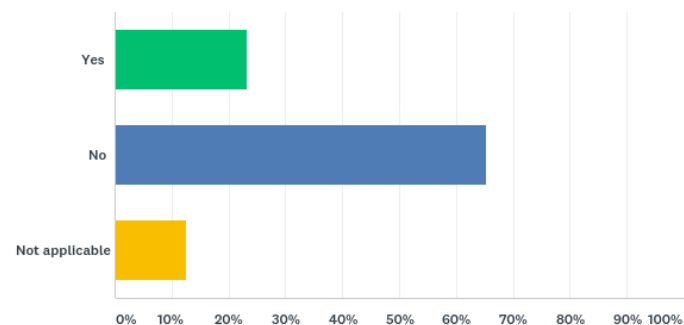
Position within the organisation



Do you have the portfolio of Eating Disorders in your AMHS or CAMHS/CYMHS?



Are you employed in a specific Eating Disorders position or role i.e. Eating Disorders Clinician/Coordinator, dedicated EFT in your AMHS, CAMHS/CYMHS or paediatric service?



EDUCATION AND TRAINING (N=92)

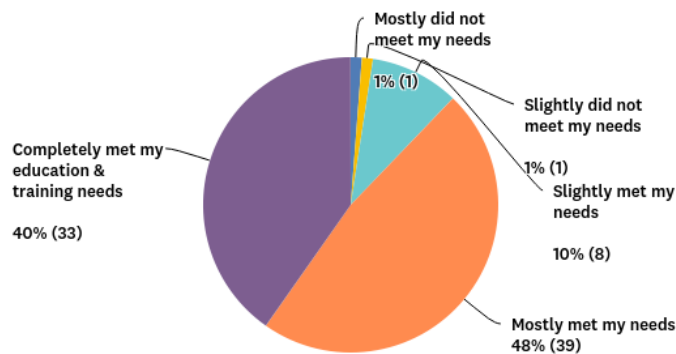
Education and training was the most common way that our stakeholders engaged with us and often, they had attended multiple events and a variety of types.

There was an extremely high level of satisfaction with our education and training services with 88% saying that we mostly or completely met their needs.

While less people had engaged with our more intensive trainings e.g. Multi-Family Therapy for adolescents with Anorexia Nervosa (MFT-AN) 4 day training, those who did reported very high satisfaction.

One day formats and online options were rated as the most helpful and feedback from respondents valued the CEED trainers highly.

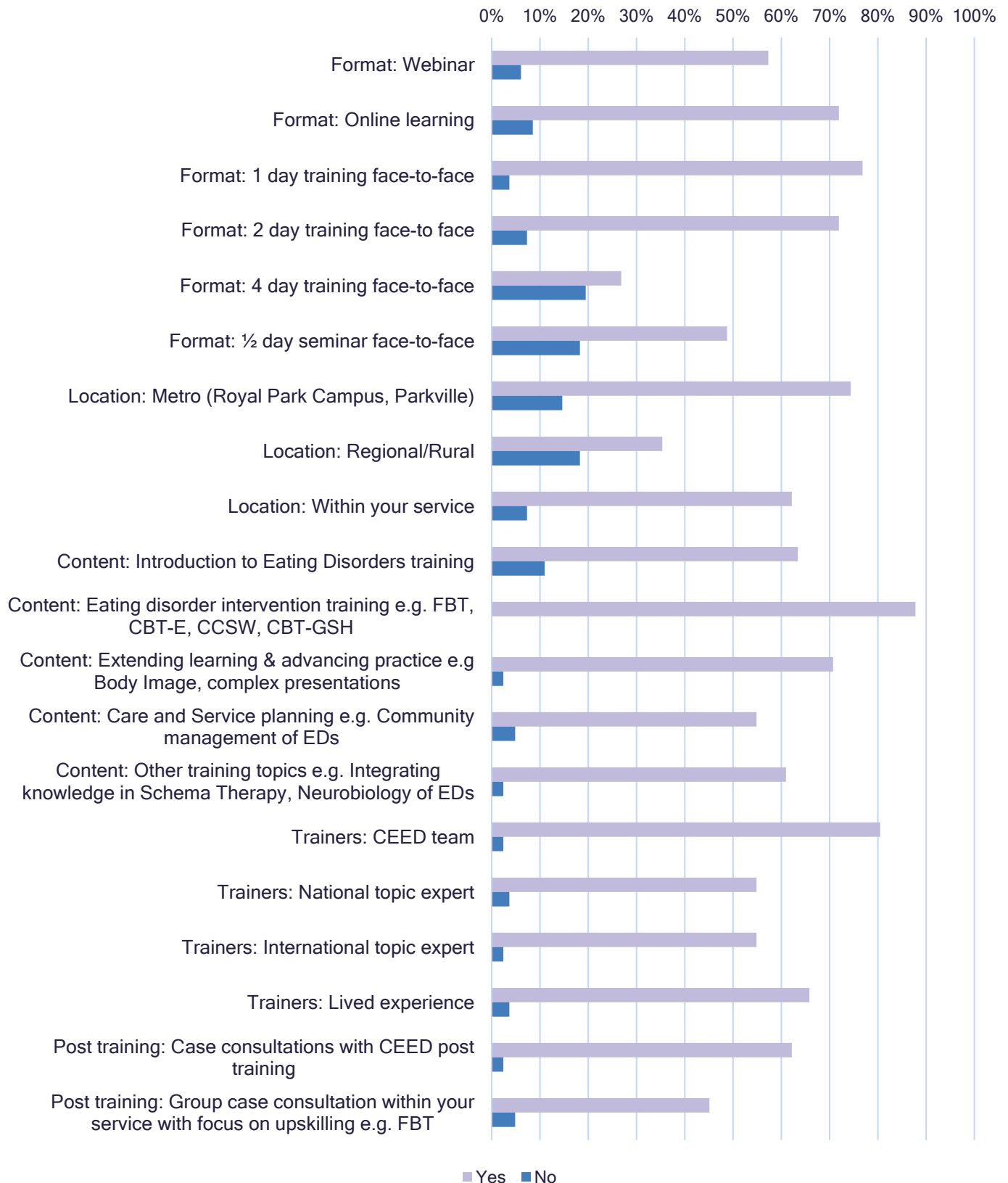
How well CEED met respondent education and training needs



Education & training provided by CEED attended by respondents



Respondents found the following factors useful in relation to CEED's workforce development services



Comments

Access

"I am not always able to attend training days so I would appreciate more online training/webinars"

"More localised training opportunities as getting to Parkville can be difficult at times"

Positive

"You guys do amazing work, and the knowledgeable and energetic team is the absolute heart of your organisation"

" You guys are doing an AMAZING job in providing affordable, cutting edge, evidence based training in eating disorders and body image issues"

Multidisciplinary focus

"Currently I find CEED training largely related to psychologist's role. It would be great to see more multidisciplinary approach in training "

"More training specific for dietitians. The information sessions and training I have received from CEED are excellent and important to know, however often not specific to my role"

Enhancements

"More gender diversity in training content! I've found content at the trainings I've attended to often be centered on women's experiences. I'd like to see more male, trans and non-binary inclusion as these groups have different needs"

"CAMHS focus is heavily on FBT - would be great to have more training opportunities to assist services to develop individual based treatment for ARFID and Bulimia and also when FBT has not worked"



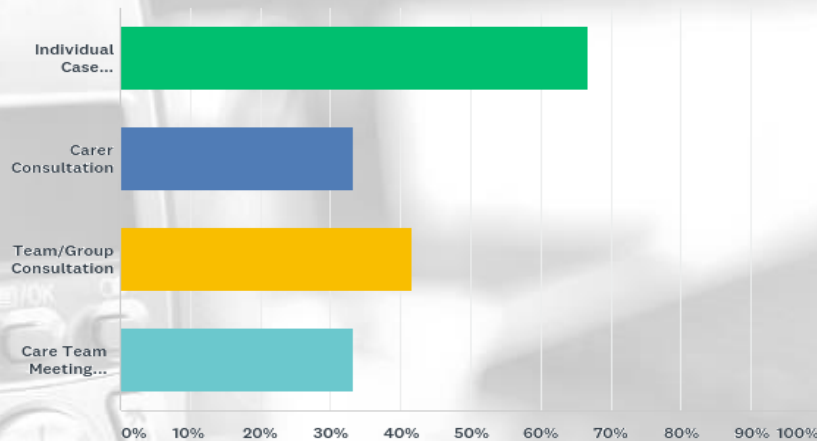
FBT and Multifamily Therapy-AN training 2018

CASE CONSULTATION SERVICES (N=43)

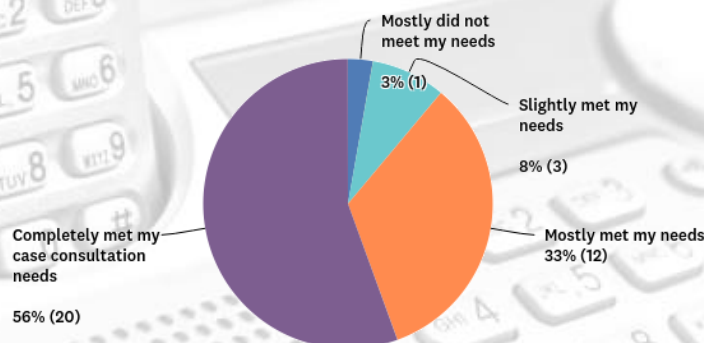
One of CEED's unique offerings is its case consultation services which include 1.secondary individual case consultations, 2.carer consultations where a senior clinicians and carer consultant are available for families in a service for a one off consultation, and 3.group consultations for groups of clinicians within a service and care team meeting facilitation. These services have allowed generalist mental health services to increase their confidence in delivering quality and safe care to clients with eating disorders and their families. Like education and training, this service is very highly regarded with almost 90% saying this service completely or mostly met their needs.

The three most useful components of our consultation services are 1.the opportunity to reflect on client needs and issues, 2.complex case planning and 3.increased skills in managing and treating eating disorders.

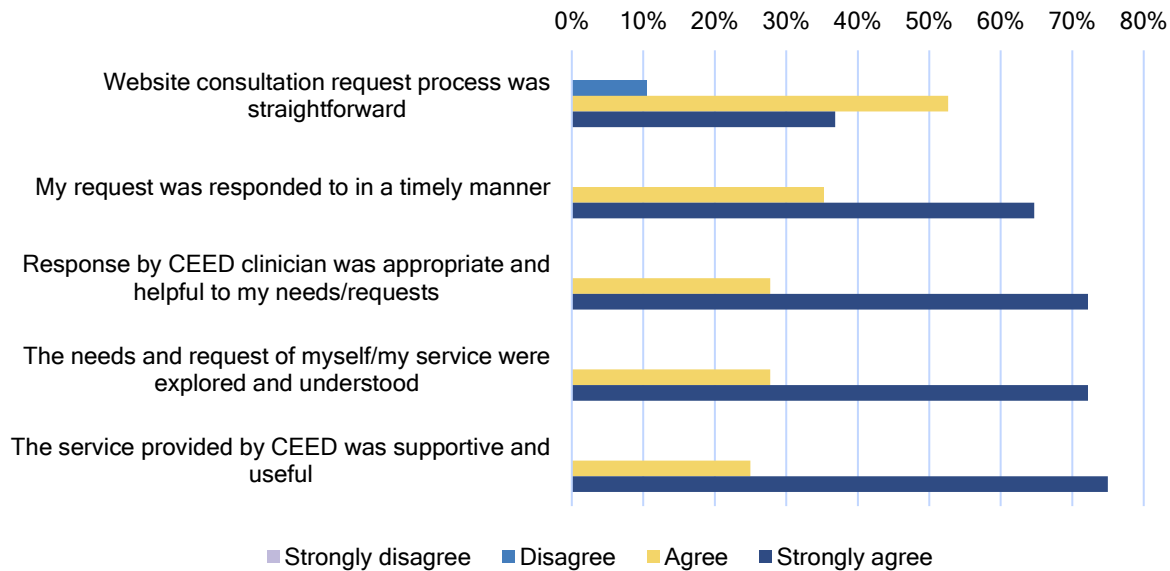
Please indicate which case consultation services provided by CEED you have utilized. Please tick all that are appropriate.



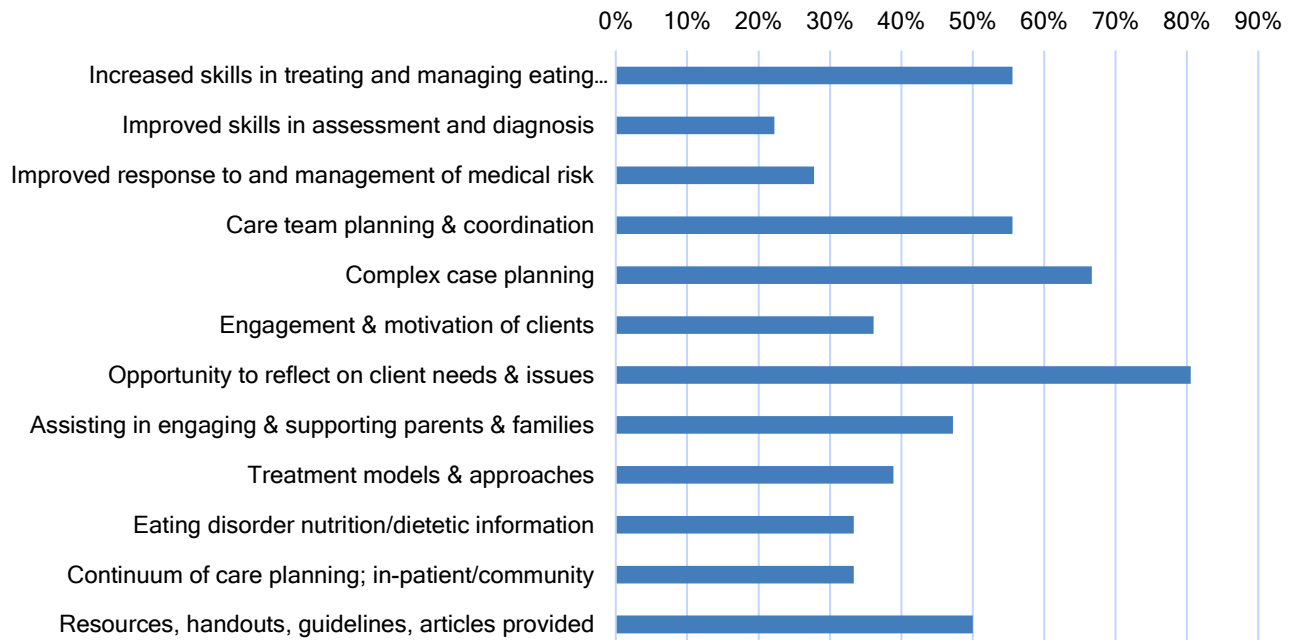
Please indicate the degree to which CEED's case consultation services met your needs for the work you do with people experiencing an eating disorder, and their families.



From their experience utilizing CEED's case consultation services, to what extent did respondents agree with the following



What respondents found most useful about CEED's Consultation service

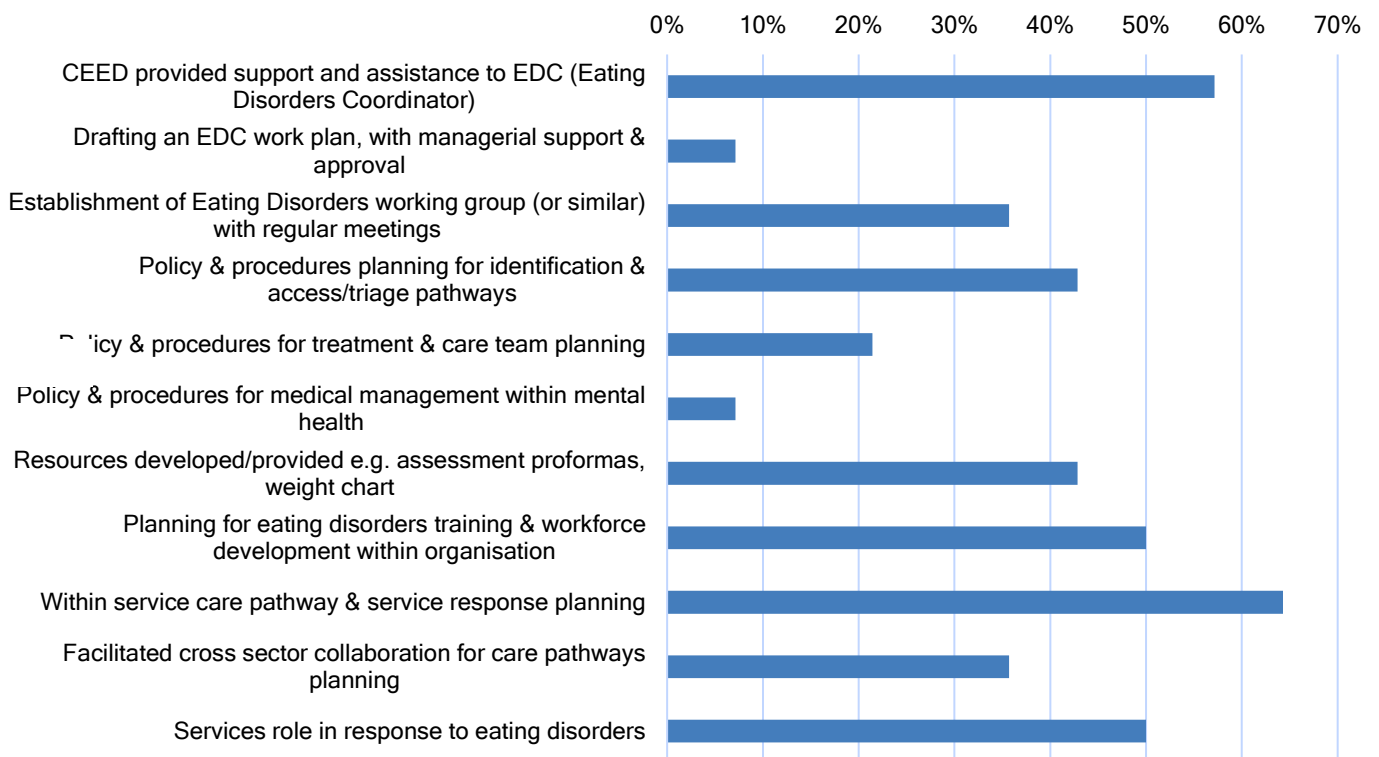


SERVICE DEVELOPMENT (N=14)

CEED provides expertise in evidence-based service development approaches aimed at improving service responses to people with eating disorders and their families/carers. CEED has the expectation that Victorian services can be supported and strengthened to achieve a world class system of care for eating disorders.

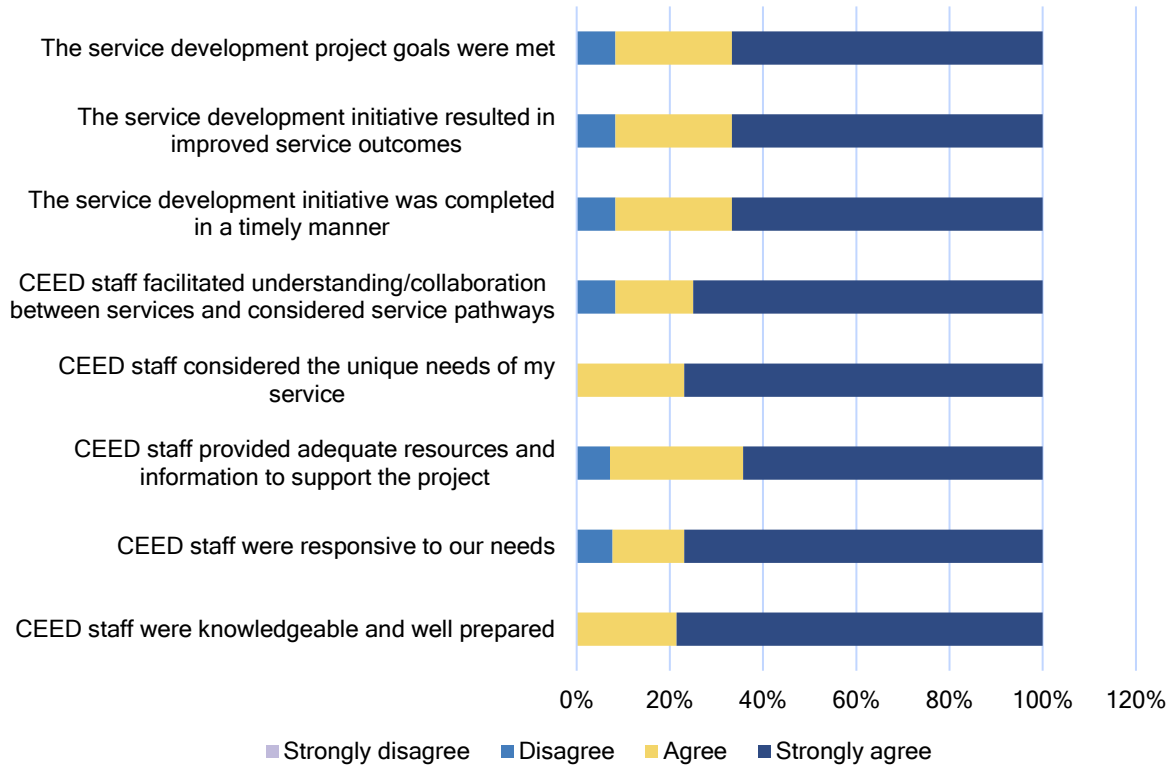
Service development can involve the establishment or strengthening of individual services or programs within an organisation to meet the needs of specific clients, as well as strengthening the services or programs being delivered by a range of organisations within the wider system of care in a region. It can also involve strengthening existing services or designing and establishing new services, both informed by the needs of clients and the competencies and capacities of the service providers.

Way(s) in which respondents have engaged with CEED around service development



To what extent respondents agreed with the following:

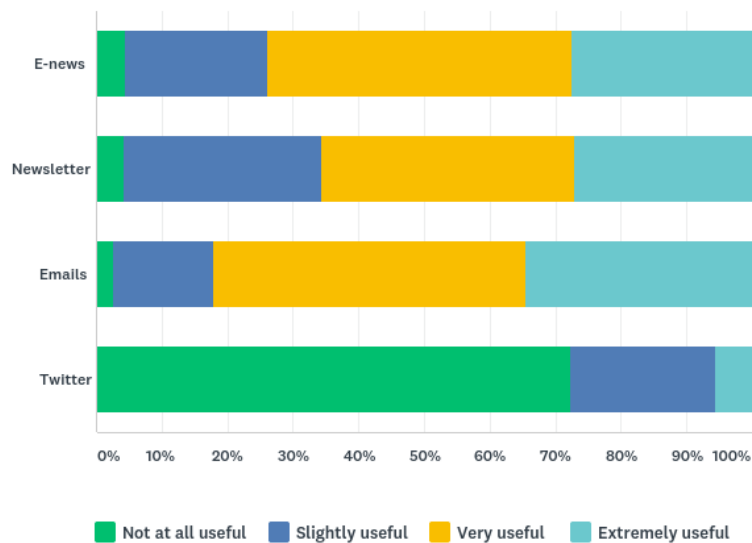
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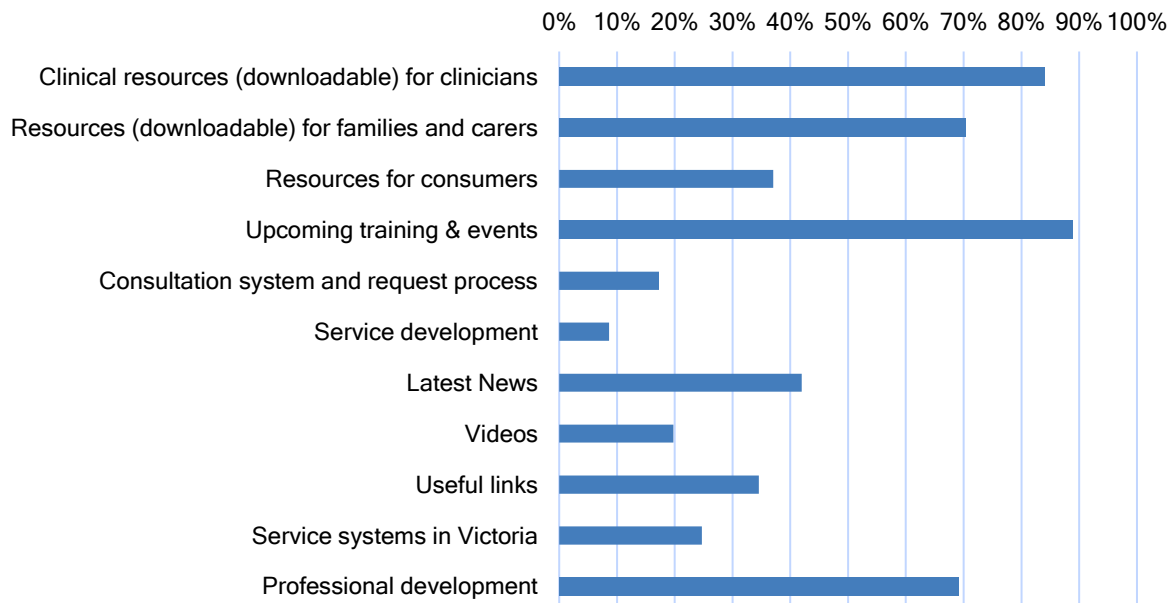
CEED COMMUNICATIONS (N=92)

Our communications

Q28 How useful do you find the following CEED communications?

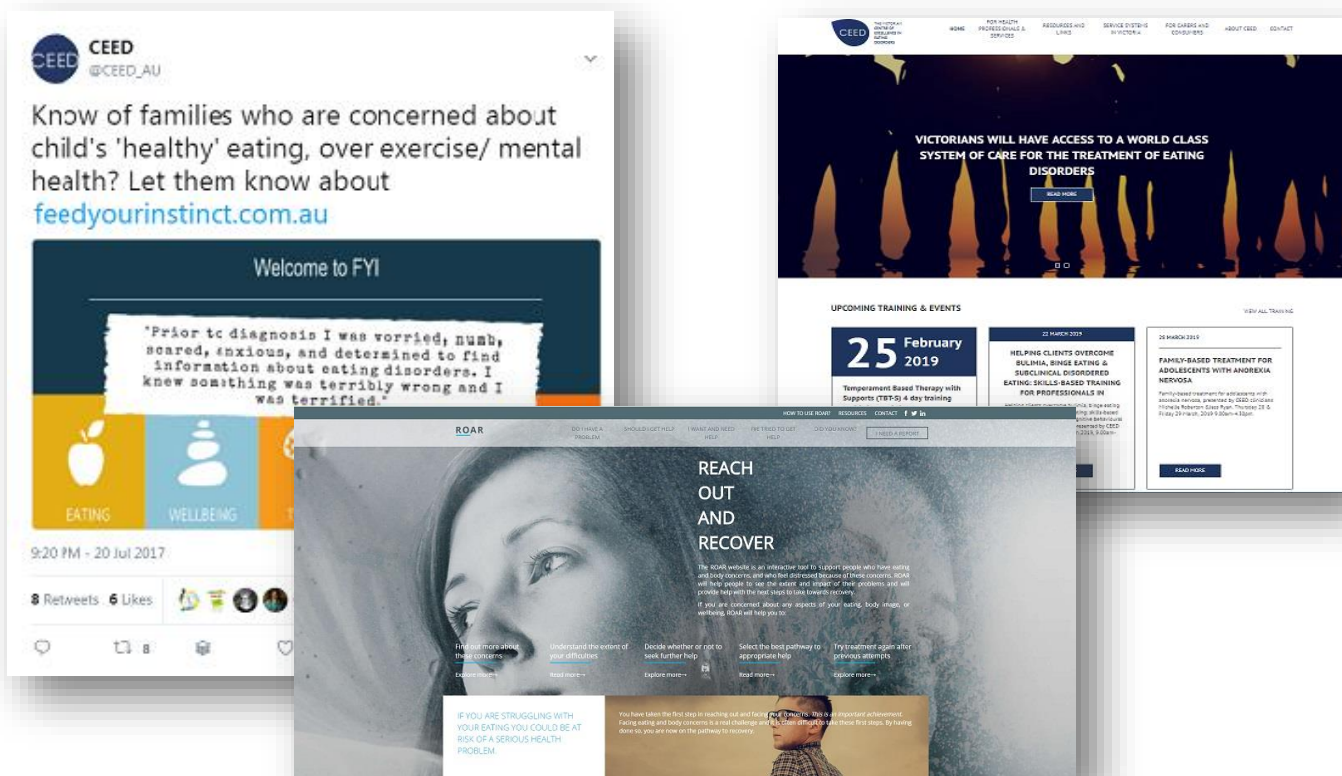


Sections of the website visited



Ideas for improvement

- "Might be good to have email summarising new articles/research to help stay on top of literature and evidence based practice"
- "Updates on latest research, case studies"
- "Free resources"
- "Practical tips, lived experience Stories, more in depth strategies and resources around communication with families, scripts for FBT and CBT-E"
- "More clear and easy to follow website"
- "Support groups information"
- "Opportunities to contribute to research, new advances in research, overviews of new treatment ideas."
- "More emphasis on useful resources for GPs and how to access local services"
- "Nothing comes to mind. Less is more I think as we know flooding with lots of communications within and outside eating disorders sectors"
- "I cannot think of anything, you guys do a great job in alerting me to important events within CEED and wider ED support community"



VALUE OF CEED TO SECTOR

We were extremely humbled and gratified by the overwhelming support from respondents to this question on the survey. There were many comments stating that we were valuable, necessary and much appreciated. Below are some of the comments that go into more detail.

- *"From a CYMHS perspective, CEED is very valuable. The dilemma is the extent to which CEED measures its success by the prominence of ED treatment and training while not being able to consider which clients with what sorts of problems are being displaced by training and prioritising. CEED initiatives feel very resource heavy for small services. This is not exclusively an issue for CEED."*
- *"Very valuable in providing updated, evidence-based treatment information, guidelines and training"*
- *"An organisation like CEED is an important contributor to providing support and education to clients and practitioners working with eating disorders."*
- *"Extremely valuable - they are so specialised and have the resources to provide an expert service where many other organisations are focused on clinical and have very little resources and time to provide the service that CEED provides "*
- *"So valuable! Having somewhere to go for accurate, insightful advice is invaluable and improves provision for all clients"*
- *"Do a great job and it would great to develop and shape an evaluation/research system to demonstrate the impact of your work on outcomes for consumers and their families"*
- *"CEED is an extremely valuable service in proving affordable and accessible training in cutting edge and evidence based training for Eating Disorders. It offers a schedule of training throughout the year that allow provider community building and networking. I have appreciated attending a number of sessions over time to provide an immersion in the field"*
- *"It makes me feel secure which emboldens me to continue with the work knowing that specialist knowledge and support is as close as a phone call away."*

- *"CEED has been very helpful in providing support to workforce around creating awareness and management of eating disorders"*
- *"It can do better with providing primary care and work clinically as opposed to just being a secondary consultation model based service"*
- *"CEED have provided valuable trainings which have enhanced my knowledge and skills for working with eating disorders"*
- *"CEED provides incredible support to clinicians at eastern health in the provision of effective eating disorder treatment"*
- *"Very valuable, particularly professional development and knowing there are opportunities for case consultation"*
- *"Services need support in relation to eating disorder treatment and management, so it is great that CEED is out there supporting this"*
- *"CEED have done wonderful work in upskilling practitioners across the state. Training costs have been kept low and we have now built a good skill base in the Barwon region"*
- *"Such an important part of my journey as a clinician who has only over the last 4 years become trained in a passionate about treating clients in our rural community with eating disorders. Couldn't have done it without CEED training and the assistance of secondary consults to increase skills and confidence"*
- *"CEED have been a fantastic resource for management of difficulties with individual clients but also for training and general knowledge development in the area of ED"*
- *"It is so vital to have the specialist service in order to provide evidence based collaborative care to consumers. The specialist knowledges helps treating teams develop a sound formulation and treatment planning with the consumers and carer/family"*
- *"CEED is critical but we need more support in regional areas"*
- *"To maintain value needs to be responding to changing needs of various consumers"*
- *"Incredibly valuable to have an organisation to support and train staff regarding eating disorder assessment and treatment. Provides a place that health professionals*

can access with the knowledge that correct advice will be provided. Invaluable support for organisations who do not have staff experienced in eating disorders"

- *"Extremely important in advising and directing services in best practices"*
- *"Please resource it more. It's a brilliant service"*
- *"Consideration of national rollout"*
- *"Extremely necessary and important for CEED to continue providing input to services at federal, state and local levels"*
- *"CEED was first recommended to me by my supervisor who was somewhat specialized in ED treatment. I have been following and using CEED since, and I consider it to be highly reputable and influential"*
- *"CEED has been invaluable in providing a significant part of my CPD and learning courses in learning skills in eating disorder management"*
- *"CEED is extremely valuable within the system of care particularly for rural services. Having an easily accessible service to provide resources, training and consultation enables better care for the individual with an ED and in supporting friends and family"*
- *"They are doing a wonderful job at education and supporting clinicians"*
- *"I have found all interactions with CEED to be extremely valuable. Training days are always very informative and particularly appreciate that they are HAES informed"*
- *"Love their work and passion!"*