

Appendix A Consent Form

Project Title:

OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY

Researcher's name: Katle Boonoff

Supervisor's name: Erna Alant and Esther May

- I have received information about this research project.
- I understand the purpose of the research project and my involvement in it.
- I understand that I may withdraw from the research project at any stage.
- I understand that while information gained during the study may be published, I will not be identified and my personal results will remain confidential. My employer will not be named if I consent to this and this will be discussed with me.
- I understand that I will be audio-taped during the interview.

Name of participant: \_\_\_\_\_

Mailing address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

I have provided information about the research to the research participant and believe that he/she understands what is involved.

Researcher's signature and date \_\_\_\_\_

SCHOOL OF OCCUPATIONAL THERAPY: LETTERHEAD

**CONSENT FORM**

**Project Title:**

OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY

**Researcher's name:** Kobie Boshoff

**Supervisor's name:** Erna Alant and Esther May

- I have received information about this research project.
- I understand the purpose of the research project and my involvement in it.
- I understand that I may withdraw from the research project at any stage.
- I understand that while information gained during the study may be published, I will not be identified and my personal results will remain confidential. My employer will only be named if I consent to this and this will be discussed with me.
- I understand that I will be audio-taped during the interview.

**Name of participant:** .....

**Mailing address:**

.....  
.....

**Telephone:** .....

**Fax:** .....

**E-mail address:** .....

**Signed** ..... **Date** .....

I have provided information about the research to the research participant and believe that he/she understands what is involved.

**Researcher's signature and date** .....

## OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY

This study aims at gaining information regarding the use of current service delivery models in practice and to explore the applicability of these models against the background of various and on-going changes within the context of Occupational Therapy service delivery. This study aims at exploring different options of service delivery in order to meet the various needs of the South Australian society. Occupational Therapy managers of early intervention (Paediatric) services are invited to participate in this study.

Due to the nature of this project, the active participation of all participants is essential. This study is based on a participatory action research approach. Participants are actively involved in the process and the researcher acts as facilitator. The study will involve the facilitation of information sessions according to topics regarding service delivery models, that have been identified by participants. It has four phases and it is required that participants commit to the project for all four phases. Participants are however free to withdraw from the study at any stage without providing a reason.

During the first stage, a questionnaire is completed regarding the current service delivery models in use. This will require 45 minutes to complete and the results will be distributed to participants. During the second phase, managers will get together in a focus group or a similar informal discussion group. The advantages of using an online discussion group include participation in the discussion in a place and at a time convenient to managers. If a participant is unable to attend for managers outside of Adelaide, participants will receive detailed information on the use of online discussion rooms and a secure room will be used.

The third online discussions will focus on the results of the survey and planning of future strategies. Aspects of the strategic planning 4 topics will be identified by participants as relevant to service delivery and in which participants require more information. Issues and questions will then be based on these topics and facilitated by the researcher. Following the first focus group, information sessions will then be conducted according to these topics. Information will be presented by members of the focus groups themselves or guest speakers. The final phase will involve the completion of a questionnaire and a follow up interview after one day.

Each topic will be discussed over the period of a week. Participants will be requested to participate in the discussion at their own time during the week. Papers will be 2 weeks apart. The follow up interviews will be conducted at the Managers' offices or telephonically. The project is expected to commence in early January 2001 and conclude in May 2001.

## **OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY**

This study aims at gaining information regarding the use of current service delivery models in practice and to explore the applicability of other models. It is against the background of various and on-going changes within the context of Occupational Therapy service delivery that this study aims at exploring different options of service delivery in order to meet the ongoing needs of the South Australian society. Occupational Therapy managers of Early Intervention (Paediatric) services are invited to participate in this study.

Due to the nature of this project, the active participation of all participants is essential. This study is based on a participatory action research approach. Participants are actively involved in the process and the researcher acts as facilitator. The study will involve the facilitation of information sessions according to topics regarding service delivery models, that have been identified by participants. It has four phases and it is required that participants commit to the participation in all four phases. Participants are however free to withdraw from the study at any stage without providing a reason.

During the first stage, a questionnaire is completed regarding the current service delivery models in use. This will require 45 minutes to complete and the results will be distributed to managers via mail. During the second phase, managers will get together in a focus group, in the form of an online discussion group. The advantages of using an online discussion group include participation in the discussion in a place and at a time convenient to managers. It also excludes traveling for managers outside of Adelaide. Participants will receive detailed information on the use of online discussion rooms and a secure room will be used.

The first online discussion will focus on the results of the survey and planning of future strategies. As part of the strategic planning, 4 topics will be identified by participants in relation to service delivery and in which participants require more information. Information sessions will then be based on these topics and facilitated by the researcher. Following the first focus group, information sessions will then be conducted according to these topics. These sessions may be presented by members of the focus groups themselves or guest speakers. The final phases will include the completion of a questionnaire and a follow up interview after 2 months.

Each topic will be discussed over the period of a week. Participants will be requested to participate in the discussion at their own time during the week. Topics will be 2 weeks apart. The follow up interviews will be conducted at the Managers' offices or telephonically. The project is expected to commence in early January 2001 and conclude in May 2001.

Confidentiality will be ensured at all times. Your identity will be kept confidential at all times. The name of your employer would be beneficial to understand the results of the study within its context. This issue will however be discussed with each participant and participants will have the choice of keeping the names of their employers confidential. In the case where anonymity is maintained, no reference will be made to specific organizations or individuals when reporting the results of the questionnaire. For the purpose of follow up on incomplete questionnaires or withdrawal of participants at a later stage, a separate cover page will be completed on the questionnaire, with the employer's name on. This sheet will be separated from the questionnaire as soon as the accuracy and completeness of the questionnaire has been established. Participants will have the choice of using their own names or pseudo-names when addressing each other. The online discussions will be transcribed and the transcription, together with other data, stored securely at the University of South Australia. Participants will have the choice of receiving the results of the project.

It is anticipated that this project will provide various benefits to participants and the Occupational Therapy profession. Potential benefits include a better understanding of current service delivery, an opportunity to coordinate services, an opportunity to address problematic issues and to initiate strategies to address these. The study is supported by the Occupational Therapy Association (South Australia).

If you are interested in participating in this research study, please complete the attached consent form and send it to the researcher (envelope and address included). Please note that participation is completely voluntary. Should you require more information, you are welcome to contact the researcher or Esther May at the Occupational Therapy School (8302-2484) for more information. Ethical Approval has been obtained from the Human Research Ethics Committee of the University of South Australia and Ms Linley Hartmann (83020327 or fax: 83020512) is available to discuss any ethical concerns regarding this project.

I look forward to and appreciate your consideration to participate in this project.

Kobie Boshoff

Appendix D Change Appendix C Pre-intervention Questionnaire *all of the Pilot Test*



Appendix D Changes made to the Draft Questionnaire as a Result of the Pilot Test

Table D1: Changes made to the Draft Questionnaire as a result of the Pilot Test

Aims of pilot test	Method used	Results of pilot test	Recommendation for changes to questionnaire
To determine the time required to complete the questionnaire	Timing of the actual test of the questionnaire during the pilot test	Time taken to complete questionnaire was 10 minutes on average	Approximate time to complete questionnaire specified as 10 minutes on the cover page
To determine whether the questions are clearly understood	Completion of questionnaire by two parties during pilot test	All questions understood by participants. Participants suggested feedback of any needs to improve the function of wording questions	Added key word to emphasize wording questions
To determine whether the order of questions was appropriate	Completion of questionnaire by two parties during pilot test	Participants found order to be logical	No changes made
To determine whether the clarity of the instructions provided for completion of each question	Completion of questionnaire by two parties during pilot test	Questions were well understood and clear. No instructions	No changes made
To determine whether response choices are normally evaluative and adequate	Completion of questionnaire by two parties during pilot test	"Half-point" was noted to be required in the question reporting type of service-delivery	"Half-point" included in the options
To determine whether the obtained responses from the questionnaire	Completion of questionnaire by two parties during pilot test and the trial of data analysis methods	1. Difficulty was observed by one participant regarding the use of service-delivery options. This participant mentioned that they often found in the list of services mentioned that those options may be differently interpreted by respondents due to differences in applications of these models.	The option grammar was added to describe the opportunity for respondents to describe their service-delivery needed in their own words A column was added to the questionnaire to allow respondents to describe their service-delivery needed in their own words The definitions of the main approaches were revised to provide more detail about characteristics of each approach The possibility of different interpretations was considered when analysing the data
To determine whether the data analysis methods are appropriate	Completion of questionnaire by two parties during pilot test and the trial of data analysis methods	Sample to be appropriate	No changes made
To identify any potential ground-level problems	Completion of questionnaire by two parties during pilot test and the trial of data analysis methods	Found to be appropriate	No changes made

**Table D1 Changes made to the Draft Questionnaire as a Result of the Pilot Test**

Aims of pilot test	Method used	Results of pilot test	Recommendation for changes to questionnaire
To determine the time required to complete the questionnaire.	Timing the completion of the questionnaire during the pilot test.	Time determined as 30 minutes for completion of questionnaire.	Approximate time for completion to be specified as 30 minutes on the cover page.
To determine whether the questions are clearly understood.	Completion of questionnaire by two parties during pilot test.	All questions understood, no misunderstanding. Participants suggested bolding of key words to emphasise the direction of branching questions.	Bolded key word to emphasise direction of branching questions.
To determine whether the order of questions was appropriate.	Completion of questionnaire by two parties during pilot test.	Participants found order to be logical.	No changes made.
To determine the clarity of the instructions provided for completion of each question.	Completion of questionnaire by two parties during pilot test.	Questions were well understood and clear. No uncertainties.	No changes made.
To determine whether response choices are mutually exclusive and exhaustive.	Completion of questionnaire by two parties during pilot test.	“Habituation” was found to be omitted in the question regarding type of service delivery.	“Habituation” included in this question.
Whether the appropriate data is obtained from the questionnaire.	Completion of questionnaire by two parties during pilot test and the trial of data analysis methods.	Uncertainty was observed by one participant regarding the terminology used to describe service delivery models. This participant mentioned that grey areas exist in the list of options provided and that these options may be differently interpreted by respondents due to differences in applications of these models.	<p>An open question was added to provide the opportunity for respondents to describe their service delivery model in their own words.</p> <p>A phrase was added to the cover page to acknowledge the grey areas in the descriptive categories and respondents were asked to select the most appropriate approaches.</p> <p>The definitions of the team approaches were revised to provide more distinct characteristics of each approach.</p> <p>The possibility of different interpretations was considered when analysing the data.</p>
Whether data analysis methods are appropriate.	Trial of the data analysis methods.	Found to be appropriate.	No changes made.
To identify any potential procedural problems.	Completion of questionnaire by two parties during pilot test and the trial of data analysis methods.	Found to be appropriate.	No changes made.



## OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY

Information on the use of the online computer conference forum:

### Appendix E Information provided to Participants in Preparation for Participation in Study

This information sheet aims at instructing participants to the online conference as a discussion forum. It aims at making participants feel comfortable with using this medium of communication. Information will be given regarding:

- what online computer conferencing is
- gaining access to the website,
- an orientation to the discussion room,
- an orientation to the conferences,
- tips on how to use the online conferencing forum,
- steps that are required of you before the conferences start,
- and where to obtain technical support.

#### What is online computer conferencing?

Online discussion forums provide a common meeting place on the Internet for participants to contribute information. Communication occurs by means of posted messages, which appear in the form of a threaded discussion. Messages are grouped under the same topic, heading, board, message is possible to follow the different topics within a discussion. Online discussions are asynchronous discussion (discussion which does not occur simultaneously with other participants). This means that participants are not present online at the same time. Participants can however arrange to be present at the same time, but this configuration differs from a synchronous online chat, where the software allows for a rapid exchange of messages between participants. During online mail-reading, topics are arranged for successive discussion during certain periods.

The main advantage of online discussion is the independence of time and travel which are required of face-to-face discussion. Participants can contribute to the discussions any time that is convenient to them. They can access the discussion from anywhere where web browser access is available.

#### Access to the website:

The online conference is located at the following Internet address:

<http://www.p.unisa.net.au/isa/isa/isa/discussion/index.asp?SUBJECT=11547&IDNO=17126730-1>

(By copying / entering this address into your "address" box on your Internet Explorer, Netscape Home Page and pressing "Enter", you will be directed to this address. If this is an electronic version of the document, you can click on this address and you will automatically be taken to the address).

You will now be asked to enter your password to gain access to the site.

Your User Name is .....

## OCCUPATIONAL THERAPY IN SOUTH AUSTRALIA: A STUDY INTO EARLY INTERVENTION SERVICE DELIVERY

### Information on the use of the online computer conference forum:

This information sheet aims at introducing participants to the online conference as a discussion forum. It aims at making participants feel comfortable with using this medium of communication. Information will be given regarding:

- what online computer conferencing is,
- gaining access to the website,
- an orientation to the discussion room,
- an orientation to the conferences,
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- and where to obtain technical support.

### What is online computer conferencing?

Online discussion forums provide a common meeting place on the Internet for participants to contribute information. Communication occurs by means of posted messages, which appear in the form of a threaded discussion. Messages are grouped under the same topic heading which makes it possible to follow the different topics within a discussion. Online discussion will occur via asynchronous discussion (discussion which does not occur simultaneously with other participants). This means that participants are not present online at the same time. Participants can however arrange to be present at the same time, but this conversation differs from a synchronous online chat, where the software allows for a rapid exchange of messages between participants. During online conferencing, topics are arranged for intensive discussion during certain periods.

The main advantage of online discussion is the independence of time and travel which are required of face-to-face discussions. Participants can contribute to the discussions any time that is convenient to them. They can access the discussion from anywhere where they can obtain Internet access.

### Access to the website:

The online conference is located at the following Internet address:

<http://www-p.unisanet.unisa.edu.au/Discussion/Index.asp?SUBJECT=12047&DISC=1712&FR=1>

(By copying / entering this address into your "address" box on your Internet Explorer / Netscape Home Page and pressing "Enter", you will be directed to this address. If this is an electronic version of the document, you can click on this address and you will automatically be taken to the address).

You will now be asked to enter your password to gain access to the site.

Your User Name is: .....

Your Password is: .....

(your password is case sensitive and should be entered in lower case, also the last two are digits)

Enter these in the boxes as shown below and click OK:

Enter Network Password

Please type your user name and password

Site: www-p.unisa.net.unisa.edu.au

Realm: www-p.unisa.net.unisa.edu.au

User Name

Password

Save this password in your password list

OK Cancel

The page that opens up is the discussion page.

If you experience problems with gaining access to the site, please contact the technical support staff who are available to all participants. Contact details can be found at the end of this document.

When contributing to the discussion, participants have the choice of either composing a new topic for discussion or replying to someone else's contribution.

When starting a new topic, click on the "new message" button at the top of the screen. It is required that you supply a topic heading for your message. When selecting a topic heading, take care to provide one which is clear, specific and to the point. After typing your message in, read through it again and make sure that it represents accurately what you intended to say. Click the "Post Item" button to submit your message.

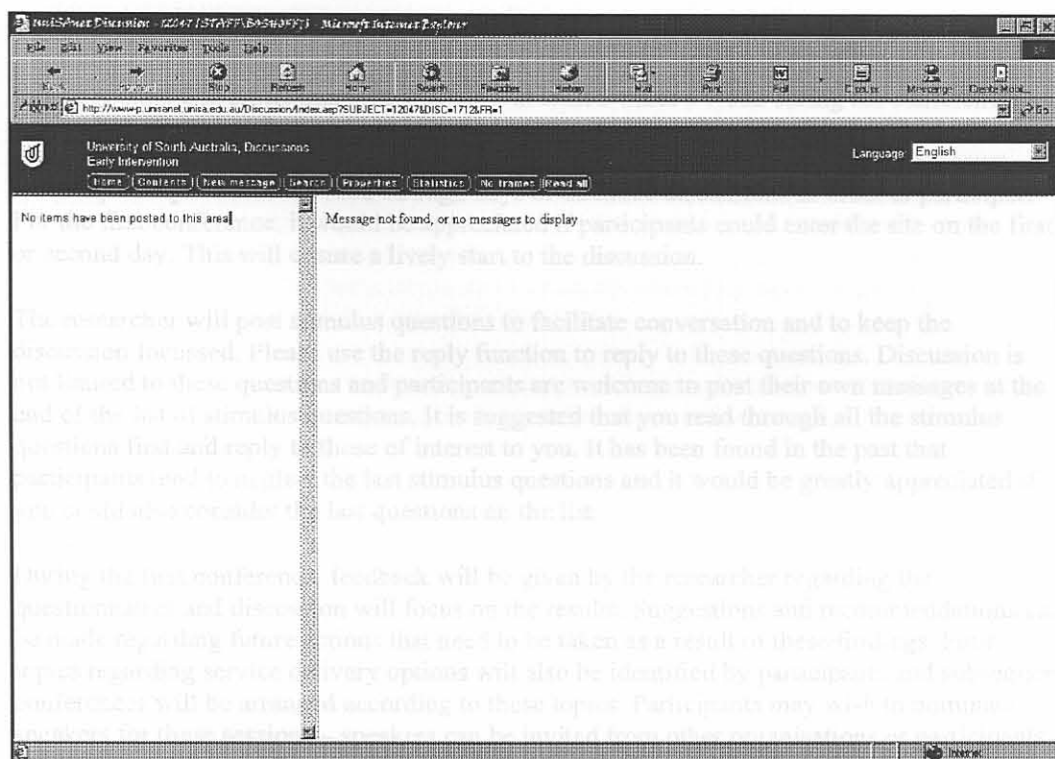
Participants will mostly use the reply function. When replying to someone else's topic and when responding to the researcher's posted stimulus questions, click on the message you want to reply to, then select the "reply" button on the screen. A topic heading is inserted automatically which refers to the previous message. Type in your message, double check it and click the "Post Item" button.

Participants will be identified by their first names when posting messages. The names will however, not be included in the interpretation and reporting of results as to protect the identity of participants.



## Orientation to the discussion room:

Below find an illustration of what the discussion room looks like.



The left column indicates the area where the headings of messages appear, as well as the name of the user who has posted the message. You will be able to follow the thread of a discussion by means of this list. By clicking on any given message, opens up the message on the right hand side.

When contributing to the discussion, participants have the choice of either composing a new topic for discussion or replying on someone else's contribution.

When starting a new topic, click on the **"new message"** button at the top of the screen. It is required that you supply a **topic heading** for your message. When selecting a topic heading, take care to provide one which is clear, specific and to the point. After typing your **message** in, read through it again and make sure that it represents accurately what you intended to say. Click the **"Post Item"** button to submit your message.

Participants will mostly use the reply function. When replying to someone else's topic and when responding to the researcher's posted stimulus questions, click on the message you want to reply to, then select the **"reply"** button on the screen. A topic heading is inserted automatically which refers to the previous message. Type in your **message**, double check it and click the **"Post Item"** button.

Participants will be identified by their first names when posting messages. The names will however, not be included in the interpretation and reporting of results as to protect the identity of participants.

### **Orientation to the conferences:**

Participants have a week to participate in a particular conference.

The first conference will be in the week starting the 19/2/00 and ending 23/2/00

It is suggested that participants enter the site at least 3 times a week during the conference weeks, but of course, the more participation occurs, the more it will facilitate a lively discussion. This will also minimise the occurrence of information overload, which occurs when a participant needs to read through days of threaded discussions in order to participate. For the first conference, it would be appreciated if participants could enter the site on the first or second day. This will ensure a lively start to the discussion.

The researcher will post stimulus questions to facilitate conversation and to keep the discussion focussed. Please use the reply function to reply to these questions. Discussion is not limited to these questions and participants are welcome to post their own messages at the end of the list of stimulus questions. It is suggested that you read through all the stimulus questions first and reply to those of interest to you. It has been found in the past that participants tend to neglect the last stimulus questions and it would be greatly appreciated if you could also consider the last questions on the list.

During the first conference, feedback will be given by the researcher regarding the questionnaires and discussion will focus on the results. Suggestions and recommendations can be made regarding future actions that need to be taken as a result of these findings. Four topics regarding service delivery options will also be identified by participants and subsequent conferences will be arranged according to these topics. Participants may wish to nominate speakers for these sessions – speakers can be invited from other organisations or participants themselves can be nominated.

Please find attached the structure that will be used for the first conference. It would help to keep this structure in mind when orientating yourself to the website, since the site may easily look cluttered and overwhelming. This structure make more sense when it has been entered onto the website and made appropriate for the results of the questionnaire.

The subsequent conferences will each be according to a topic as identified in the first conference. A speaker will provide information on a topic in a message format online. The speaker will be available during the week to answer questions and contribute to the discussion.

The second conference will be in the week starting 5/3/00 and ending 9/3/00.

The third conference will be in the week starting 19/3/00 and ending 23/3/00.

The fourth conference will be in the week starting 2/4/00 and ending 6/4/00.

The fifth conference will be in the week starting 16/4/00 and ending 20/4/00.

On the last date of each conference, the researcher will summarise the week's discussion and this will be available for the following week for participants to provide feedback on. This procedure serves as participant verification to ensure that the researcher gives an accurate representation of the discussion. Please enter the site at least once during the alternative weeks to provide feedback on the researcher's interpretation.



You will also receive a short questionnaire to complete after each conference. You will receive it by e-mail as well as fax. You can either complete it electronically and send it back by e-mail/ fax it back or mail it back.

### **Tips on how to use the online conferencing forum:**

Telephone: 09 - 8302 5000

Because online discussions are different than face-to-face discussion groups and may be a new communication medium to some participants, the following tips are provided:

Studies with students who have participated in online discussion groups have indicated that the quality of a discussion depends on the students' independence and initiative in entering and participating in the discussion. No structure is provided as is in face-to-face discussions. Some students suggest that participants should plan the times they have available to access the site ahead of time and schedule it into their diaries.

Online discussions have the disadvantage of not providing emotional content and non-verbal responses to a conversation. Try to include these by using terminology like: "Humorous!", "Surprised" and "Exciting!".

For purposes of research, it is important that participants state when they agree with a statement. This can be achieved by replying to a message with the words "I agree" and no further message needs to be attached, if not required.

Take care before submitting your message that the tone of your message is representative of what you mean to say. Without the emotional and non-verbal clues, a message can easily sound cold, formal or directive.

Also ensure that your message will be understood in the correct context by others. Provide sufficient information in your message to set the context for other readers.

Some find it difficult to follow the discussion on a computer screen and it may be useful to print out the messages first and take your time to respond to them.

### **Steps required of participants before the first online conference:**

In order to ensure that all technical problems are sorted out before the first conference begins and to familiarise all participants with the site, it is requested that all participants enter the site before the first conference.

You can enter the site as from: 1 February 2001.

After entering the site, leave your first message in the form of a greeting to the other participants. In this way, the researcher can verify that all participants have successfully entered the site and are familiar with the process of creating a message.

## Technical support

Technical support staff are available to participants at any stage during the project. They can be contacted at:

Telephone: 08 - 8302 5000

E-mail: [HelpDesk@Unisa.edu.au](mailto:HelpDesk@Unisa.edu.au)

I wish to thank all participants for their willingness to try out this new way of conducting focus groups and look forward to meeting you all online.

I will also be available at the following contact details:

Tel: 83000186

E-mail: [kobieboshoff@hotmail.com](mailto:kobieboshoff@hotmail.com)

Regards

Kobie Boshoff

Thank you very much for your willingness to participate as guest speaker in one of our online computer conferences regarding **early intervention (Psychiatric) services delivery in South**

**A Appendix F Information provided to Guest Speakers in Preparation for Online Discussion**

- what online computer conferencing is,
- gaining access to the website,
- an orientation to the discussion room,
- an orientation to the conferences,
- tips on how to use the online conferencing forums,
- steps that are required of you before the conference starts,
- and where to obtain technical support.

**What is online computer conferencing?**

Online discussion forums provide a common meeting place on the Internet for people to contribute information. Communication occurs by means of posted messages, which appear in the form of a threaded discussion. Messages are grouped under the same topic heading. It is possible to follow the different topics within a discussion. Online discussions will occur via asynchronous discussion (discussion which does not occur simultaneously with other participants). This means that participants are not present at the same time. Participants can however arrange to be present at the same time, but this conversation differs from a synchronous online chat, where the software allows for a rapid exchange of messages between participants. During online conferencing, topics are arranged for intensive discussion during certain periods.

The main advantage of online discussion is the independence of time and that it is free of requirements of face-to-face discussions. Participants can contribute to the discussion at any time that is convenient to them. They can access the discussion from anywhere where they can obtain Internet access.

**Access to the website:**

The online conferences are located at the following Internet address:

<http://www.p.unisa.net/unisa.edu.au/Discussion/index.asp?SUBJECT=12047&DID=1725&FR=1>

(Main group)

<http://www.p.unisa.net/unisa.edu.au/Discussion/index.asp?SUBJECT=12047&DID=1725&FR=1>

(Country group)

(By copying / entering this address into your "address" box on your Internet Explorer / Netscape Home Page and pressing "Enter", you will be directed to this address. If this is an

Dear ..... you can click on this address and you will automatically be taken to the address

Thank you very much for your willingness to participate as guest speaker in one of our online computer conferences regarding Early Intervention (Paediatric) service delivery in South Australia. Please find herewith some information on

- what online computer conferencing is,
- gaining access to the website,
- an orientation to the discussion room,
- an orientation to the conferences,
- tips on how to use the online conferencing forum,
- steps that are required of you before the conference starts,
- and where to obtain technical support.

### What is online computer conferencing?

Online discussion forums provide a common meeting place on the Internet for people to contribute information. Communication occurs by means of posted messages, which appear in the form of a threaded discussion. Messages are grouped under the same topic heading which makes it possible to follow the different topics within a discussion. Online discussion will occur via asynchronous discussion (discussion which does not occur simultaneously with other participants). This means that participants are not present online at the same time. Participants can however arrange to be present at the same time, but this conversation differs from a synchronous online chat, where the software allows for a rapid exchange of messages between participants. During online conferencing, topics are arranged for intensive discussion during certain periods.

The main advantage of online discussion is the independence of time and travel which are required of face-to-face discussions. Participants can contribute to the discussions any time that is convenient to them. They can access the discussion from anywhere where they can obtain Internet access.

#### Access to the website:

The online conferences are located at the following Internet address:

<http://www-p.unisanet.unisa.edu.au/Discussion/Index.asp?SUBJECT=12047&DISC=1712&FR=1>

(Metro group)

<http://www-p.unisanet.unisa.edu.au/Discussion/index.asp?SUBJECT=12047&DISC=1725&FR=1>

(Country group)

(By copying / entering this address into your "address" box on your Internet Explorer / Netscape Home Page and pressing "Enter", you will be directed to this address. If this is an



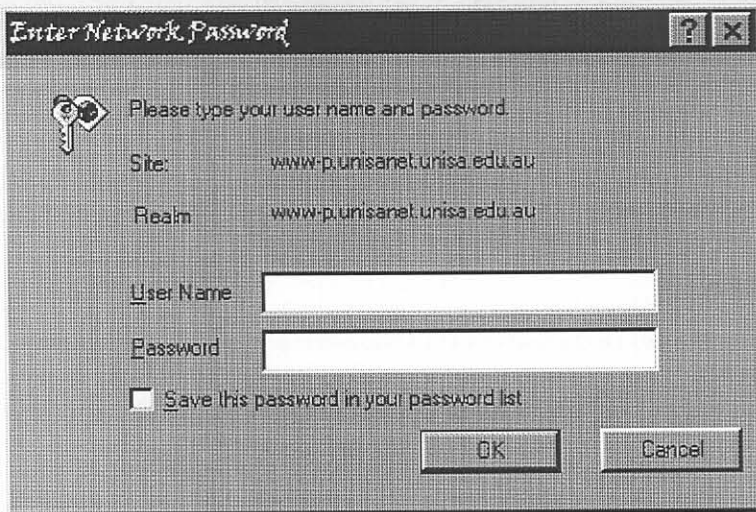
electronic version of the document, you can click on this address and you will automatically be taken to the address).

You will now be asked to enter your password to gain access to the site. Your User Name is: guest speaker

Your Password is: .....

(your password is case sensitive and should be entered in lower case, also the last two are digits)

Enter these in the boxes as shown below and click OK:



The page that opens up is the discussion page.

If you experience problems with gaining access to the site, please contact the technical support staff who are available to all participants in this research project. Contact details can be found at the end of this document.

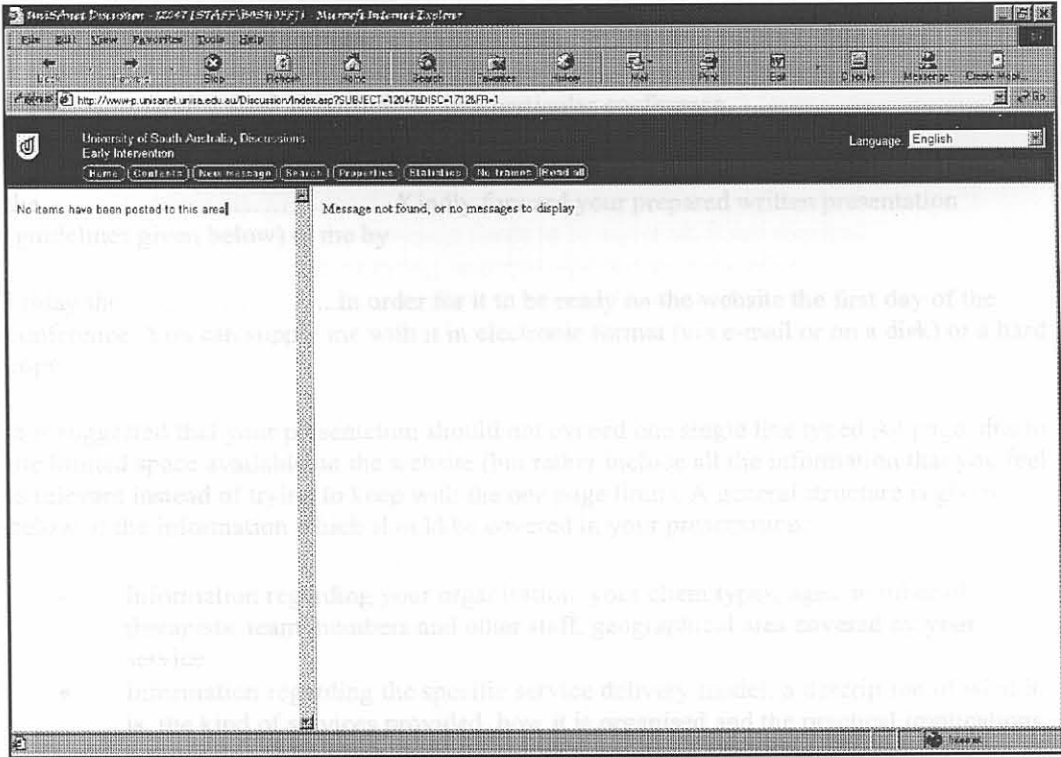


**Orientation to the discussion room:**

and when replying to the researcher's posted stimulus questions, click on the message you want to reply to, then select the "reply" button on the screen. A topic heading is inserted automatically which refers to the previous message. Type in your message, double check it and click the "Post Item" button.

Below find an illustration of what the discussion room looks like.

Participants will be identified by their first names when posting messages. The names will however, not be included in the interpretation and reporting of results as to protect the identity of participants. Guest speakers will be identified as "Guest speaker" and you can will need to include your name in the message that you post, the same as when you end of a letter.



The left column indicates the area where the headings of messages appear, as well as the name of the user who has posted the message. You will be able to follow the thread of a discussion by means of this list. By clicking on any given message, opens up the message on the right hand side.

When contributing to the discussion, you have the choice of either composing a new topic for discussion or replying on someone else's contribution.

When starting a new topic, click on the "new message" button at the top of the screen. It is required that you supply a **topic heading** for your message. When selecting a topic heading, take care to provide one which is clear, specific and to the point. After typing your **message** in, read through it again and make sure that it represents accurately what you intended to say. Click the "Post Item" button to submit your message.

When replying to someone else's topic and when responding to the researcher's posted stimulus questions, click on the message you want to reply to, then select the "reply" button on the screen. A topic heading is inserted automatically which refers to the previous message. Type in your message, double check it and click the "Post Item" button.

Participants will be identified by their first names when posting messages. The names will however, not be included in the interpretation and reporting of results as to protect the identity of participants. Guest speakers will be identified as "Guest Speaker" and you will need to include your name in the message that you post, the same as when you end of a letter.

#### Orientation to the conferences:

Participants have a week to participate in a particular conference.

The conference in which you have agreed to act as guest speaker, will be in the week starting the ..... Kindly forward your prepared written presentation (guidelines given below) to me by

Friday the ....., in order for it to be ready on the website the first day of the conference. You can supply me with it in electronic format (via e-mail or on a disk) or a hard copy.

It is suggested that your presentation should not exceed one single line typed A4 page, due to the limited space available on the website (but rather include all the information that you feel is relevant instead of trying to keep with the one page limit). A general structure is given below of the information which should be covered in your presentation:

- Information regarding your organisation: your client types, ages, number of therapists, team members and other staff, geographical area covered by your service.
- Information regarding the specific service delivery model: a description of what it is, the kind of services provided, how it is organised and the practical implications, e.g. caseload allocation, how assessments are done, allocation of tasks, location of services.
- The things that work well with this service delivery model for your organisation.
- The things that do not work all that well with this service delivery model for your organisation.
- Other appropriate information that you feel is relevant to this topic.

As discussed, it would be greatly appreciated if guest speakers are available during the conference week to answer questions and participate in the discussion. It is suggested to enter the site at least 3 times a week, but of course, the more participation occurs, the more it will facilitate a lively discussion. This will also minimise the occurrence of information overload, which occurs when a person needs to read through days of threaded discussions in order to participate.

The researcher will post stimulus questions to facilitate conversation and to keep the discussion focussed. Please use the reply function to reply to these questions. Discussion is not limited to these questions and participants are welcome to post their own messages at the end of the list of stimulus questions. It is suggested that you read through all the stimulus questions first and reply to those of interest to you. It has been found in the past that participants tend to neglect the last stimulus questions and it would be greatly appreciated if you could also consider the last questions on the list.

## Tips on how to use the online conferencing forum:

Because online discussions are different than face-to-face discussion groups and may be a new communication medium to some participants, the following tips are provided:

- Studies with students who have participated in online discussion groups have indicated that the quality of a discussion depends on the students' independence and initiative in entering and participating in the discussion. No structure is provided as is in face-to-face discussions. Some students suggest that participants should plan the times they have available to access the site ahead of time and schedule it into their diaries.
- Online discussions have the disadvantage of not providing emotional content and non-verbal responses to a conversation. Try to include these by using terminology like: "Humorous!", "Surprised" and "Exciting!".
- For purposes of research, it is important that participants state when they agree with a statement. This can be achieved by replying to a message with the words "I agree" and no further message needs to be attached, if not required.
- Take care before submitting your message that the tone of your message is representative of what you mean to say. Without the emotional and non-verbal clues, a message can easily sound cold, formal or directive.
- Also ensure that your message will be understood in the correct context by others. Provide sufficient information in your message to set the context for other readers.
- Some find it difficult to follow the discussion on a computer screen and it may be useful to print out the messages first and take your time to respond to them.
- Steps required before the online conference.

In order to ensure that all technical problems are sorted out before the online conference and to familiarise yourself with the site, it is suggested that you enter the site before the conference.

## Technical support

Technical support staff are available to participants at any stage during the project. They can be contacted at:

Telephone: 08 - 8302 5000

E-mail: [HelpDesk@Unisa.edu.au](mailto:HelpDesk@Unisa.edu.au)

I will also be available at the following contact details:

Tel: 83000186

Fax: 83833290

E-mail: [kobieboshoff@hotmail.com](mailto:kobieboshoff@hotmail.com)

Regards

Kobie Boshoff



Potential assumptions which may impact on the research project's results:

- \* That services need to change.
- \* That services do not realise that they need to change.
- \* That services' managers have limited business management skills and training.
- \* That services do not use management theory principles.
- \* That services do not use strategic planning.
- \* That services are not innovative in terms of service delivery options.
- \* That the researcher has the answers to their service delivery problems.

Strategies to address the assumptions:

That services need to change and that they do not realise that they need to change:

- \* By not accepting the viewpoint that all services need to change.
- \* By using pre-set indicators which are concrete and objective in their assessment of change.
- \* By acknowledging that managers know their services best.
- \* By maintaining a neutral stance.
- \* By analysing evidence within the context of each service.

That services' managers have limited business management skills and training; that they do not use management theory principles; that they do not use strategic planning; that services are not innovative in terms of service delivery options.

- \* By not accepting the stated viewpoint without evidence – utilising concrete and objective assessment indicators.
- \* By including the active participation of managers during the project.
- \* By acknowledging and respecting their contributions.
- \* By involving them as “guest speakers”.
- \* By acknowledging that they know their services best.
- \* That the researcher has the answers to their service delivery problems.
- \* By acknowledging that they know their services best.
- \* By including the active participation of managers during the project.

In general:

- \* Consideration given to the researcher's bias/assumptions when interpreting and reporting results.
- \* Give adequate opportunity for member checks.
- \* Acquire and utilise adequate contextual information regarding each service.
- \* Careful consideration given to the researcher's role in the project.
  - o Unbiased participation in focus groups/ not as “expert”
  - o Supportive and encouraging approach during focus groups.
  - o Be “one of them” during focus groups.
  - o Not enforce change, but only provide information, document process and measure change against criteria.

### **Potential assumptions which may impact on the research project's results:**

- That services need to change.
- That services do not realise that they need to change.
- That services' managers have limited business management skills and training.
- That services do not use management theory principles.
- That services do not use strategic planning.
- That services are not innovative in terms of service delivery options.
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That services' managers have limited business management skills and training/ that they do not use management theory principles/ that they do not use strategic planning/ that services are not innovative in terms of service delivery options:

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25-4-00

After discussion with MS, decided to have a look at participatory action research (PAR) more closely as methodological approach - my study does not seem to fit into Grounded Theory as such - does not investigate a social issue (which forms the basis of Grounded Theory). My aim is more to facilitate change and empowerment by actively involving participants in the process. Therefore: PAR.

#### Appendix H Extract from Journal

Is it possible to combine PAR and Grounded Theory? I like the following aspects of Grounded Theory:

The process of iteration - doing data analysis while doing data collection and going back to conducting more interviews where necessary.

Abstraction as an analysis technique: a structured way to interpret qualitative findings.

28/4/00

After discussion with MS, decided to have a look at participatory action research (PAR) more closely as methodological approach – my study does not seem to fit into Grounded Theory as such – does not investigate a social issues (which forms the basis of Grounded Theory). My aim is more to facilitate change and empowerment by actively involving participants in the process. Therefore: PAR.

Still possible to combine PAR and Grounded Theory? I like the following aspects of Grounded Theory:

The process of saturation – doing data analysis while doing data collection and going back to conduct more interviews where necessary.

Also comparative analysis technique: a structured way to interpret qualitative findings.