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Evaluation of what has occurred is critical. Evaluation should be proactive and occur throughout the consultation, as well as at the end. It is a necessary measure for checking the success or failure of the consultation/ negotiation process and provides a means to ensure all relative outcomes have been recorded and followed through. The aims of evaluating a consultation program are to:

- Look at or judge performance;
- Receive feedback to further improve efficiency, effectiveness and performance;
- Assist with future planning of consultations: for example; identify the most appropriate techniques or effective means of information sharing and gathering; help to determine the best way to use financial, human and time resources and further investigate and solve identified problems;
- Identify and improve strengths and weaknesses in methods and processes used;
- Improve communication between you (your department) and the community or organisation
- When developing an evaluation process consider the following:
- How should success be defined and measured? By whom should success be defined and measured? Do the outcomes correspond with the objectives?;
- How do the outcomes compare to the agency's previous consultations or similar consultations conducted by other agencies;
- What worked well? How could those features be enhanced?;
- What factors inhibited the consultation? Can they be overcome in the future?;
- What are the unavoidable constraints and how do they affect outcomes?
- Was the time available adequate? Would additional time have improved results?;
- Were there unnecessary delays during the consultation? How could they be avoided in the future? ;
- Has the consultation been of benefit to participants? Did participants gain skills or knowledge that will assist them and/or future consultations? You will need to further consult participants to find out;
- How will the outcomes of consultation/ negotiation be conveyed to participants?;
- How will the outcomes of consultation be conveyed to staff, other agencies and or the community?;
- Notify participants if problems in relation to what has been agreed arise;
- How will the information gained be used?;
- How will decisions reached be

