

## Annex A – Indicative Questions

The below questions are examples of what the service provider could potentially include in their evaluation plan.

1. Effectiveness:
  - i. Is the current approach to providing counselling and social work services providing positive results (for specific presenting issues, self-harm, depression, stress, etc.) for hospital patients, their families and hospital staff? For men? Women? People with disabilities? LGBTQI community members? Other socially disadvantaged groups?
  - ii. Is the current approach accessible, affordable and acceptable (culturally and contextually) to hospital patients, their families and hospital staff? For men? Women? People with disabilities? LGBTQI community members? Other socially disadvantaged groups?
  - iii. Is the current reporting process providing MHMS with the evidence it needs to make informed decisions about service provision?
  - iv. Are counselling and social work staff trained and supervised according to Fiji's standards? Are staff provided with sufficient professional development opportunities to meet the needs of hospital clients?
2. Efficiency:
  - i. Is the current approach using resources in a cost-effective way to deliver counselling and social work services to hospital patients, their families and hospital staff? or men? Women? People with disabilities? LGBTQ members of society? Other socially disadvantaged groups?
  - ii. Are the services being delivered in locations with the highest need/demand for mental health services?
  - iii. Is there a different model in Fiji/ internationally that could deliver similar results at a lower cost (for instance, through a private, for-profit healthcare provider)?
  - iv. Is the counsellor-to-client ratio appropriate?
  - v. Are Empower Pacific's staff sufficiently qualified and experienced?
  - vi. Are there opportunities to cut costs?
3. Sustainability
  - i. Does the current approach address MHMS's priorities?
  - ii. Is the current approach financially sustainable for MHMS?
  - iii. What changes could be made to strengthen sustainability (including financial sustainability)?