



# Implement Service Programs

CHCCCS007

Session 2 – Needs Assessment

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# Acknowledgement of country

I would like to begin by acknowledging the Traditional Custodians of the land on which we meet today.

I pay my respects to their Elders past, present and emerging.

I would also like to acknowledge everyone who has joined us here today.





# Investigate the needs of individuals for service planning and delivery

What are the needs?

How can the needs be identified?



## ○ Needs Assessment

An effective way to identify and assess the needs of a target group is to conduct a - **NEEDS ASSESSMENT**.

A needs assessment assists us to –  
identify the target group's strengths and limitations.

It also assists you to –  
plan effectively,  
identify priorities,  
make key decisions and  
to troubleshoot issues.

## What do I need to consider when - conducting a needs assessment?

Important considerations when conducting a needs assessment are as follows:

- Don't make ASSUMPTIONS about what YOU THINK the target group needs.
- Choose stakeholders who are RELEVANT to the program and target group.
- Include a - diverse cross-section of relevant stakeholders (age, gender, cultural background).
- Consider yourself as an OUTSIDER without preconceived notions of your target group.
- Don't make - PROMISES you cannot keep.

# Benefits to conducting a needs assessment

There are many **BENEFITS** to conducting a needs assessment. They include the following:

- Opportunities to - COLLABORATE with other agencies and share resources.
- An increased - UNDERSTANDING of your target group's needs and the issues they are experiencing.
- Opportunities to - SHARE how the needs impact a target groups quality of life
- Strengths and limitations of the target group can be IDENTIFIED
- Identification of - GAPS in services and/or programs & resources
- Target group members and interested stakeholders have an increased awareness of the - PRESENTING ISSUES and how as a collective outcomes can be identified
- The organisation can use the information about the target groups needs to assess their - PROGRAM DELIVERY PRIORITIES
- Data is COLLECTED for making decisions about strategies, goals and objectives
- Data can be USED to - inform program planning and continuous improvement

# How do we conduct a needs assessment?

There are many different ways to conduct a needs assessment and may involve the following:

- Focus groups
- Meetings with stakeholders
- Face to face or online interviews
- Meetings,
- Surveys and questionnaires.
- Data collection

<https://www.youtube.com/watch?v=8-uEZSzCM9Y>



*Chisholm*

Lets have a look at the assessments 😊





# Thank you for listening...

## Any questions?



*Chisholm*

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