

## RESEARCH METHODOLOGY FOR EFFECTIVE SERVICE DELIVERY OF VOCATIONAL EDUCATION

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### ABSTRACT

#### Theoretical Review of Literature for Effective Service Delivery

Effective coordination of service delivery can enhance the quality of services and benefit service providers. Benefits include more efficient use of resources and improved working relationships.

Evidence from process evaluations and documented practice experience reveal that service delivery coordination initiatives designed with, and for, Indigenous populations must:

- Focus on outcomes
- Be culturally appropriate
- Invest time and resources into community consultations
- Apply a strengths-based approach
- Support Indigenous and non-Indigenous staff.

**KEYWORDS:** Research Methodology for Effective Service Delivery of Vocational Education, Efficient use of Resources and Improved Working Relationships