

Improving outcomes for vulnerable families: Implementing an evidence-informed and practice-informed framework in an agency in Western Australia

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Wanslea Family Services

Not for profit NGO in WA

Federal & state government funding

Perth and surrounds

Funding increase in 2009

Needed a consistent practice framework across family support services and teams

Knowledge to Implementation Cycle



Development and Adoption

Research tells us: EBPs exist to meet a range of important child and family outcomes; contextual fit influences implementation.

What we planned to: workshops to document needs and concerns of target population; evidence mapping; practice mapping; contextual fit.

What we learned: Engage all levels; identify core values and principals; practice mapping aided engagement; continual adaptation; role of champions.

What we did: additional time invested in this phase; continual adjustment for contextual fit; agreed outcomes, target population and guiding principles guided Practice Framework.

Creating a Structure for Implementation

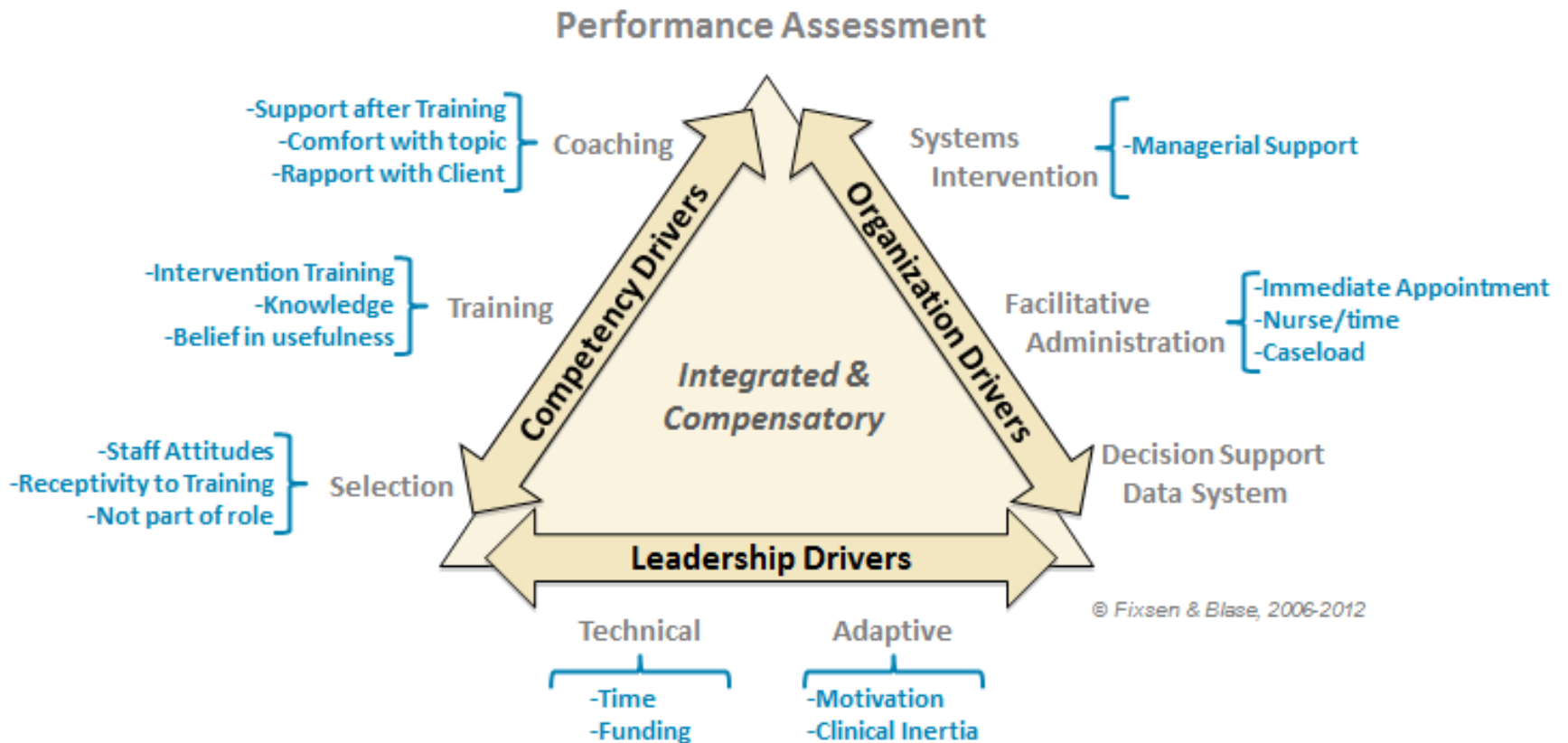
Research tells us: effective leadership essential; champions helpful; shared decision making vital.

What we planned to: form accountable implementation team.

What we learned: add members as required; review TOR; work fell to a few; face-to-face helps; champions essential; positivity in attitudes helps; added pressures of organisational growth.

What we did: Monthly implementation team meetings; added people as required; made good use of champions; review and planning workshop planned for Dec 2012.

NIRN – Drivers/Core Components



Staff Selection

Research tells us: education and background of staff are associated with job performance and implementation effectiveness.

What we planned to: examine and align recruitment processes at Wanslea to the Practice Framework.

What we learned: Growth in parallel to the implementation of the Practice Framework led to need for modifications to our plans.

What we did: Modified recruitment processes (e.g., induction of staff, position descriptions); liaised with HR department; New position descriptions and structures for Practice Coaches; Induction changed.

Staff Training

Research tells us: Training and Technical Assistance consistently related to implementation effects; competency-based training is key; staff turnover can jeopardise implementation.

What we planned to: Train all staff early 2012.

What we learned: Phased roll out of training required to iron out challenges; training insufficient; process issues needed ongoing attention, especially around use of assessment tools; time.

What we did: Social workers as “first users”; recently trained Family Care Workers; ongoing support regarding assessment tools and other process issues; re-training picked up in coaching; need plan for ongoing training of new staff.

Coaching

Research tells us: Training transfer is less than 5% to families, this increases to 95% with coaching.

What we planned to: Senior social workers to be Practice Coaches.

What we learned: Needs to be dedicated role.

What we did: Appoint Practice Coaches; PRC delivered coaching to 'first users'; PRC trained Practice Coaches and will face out.

Systems Alignment

Research tells us: Funding and policy relevant as broader contextual/systems factors; internal systems influence implementation; organisational support for EBP important.

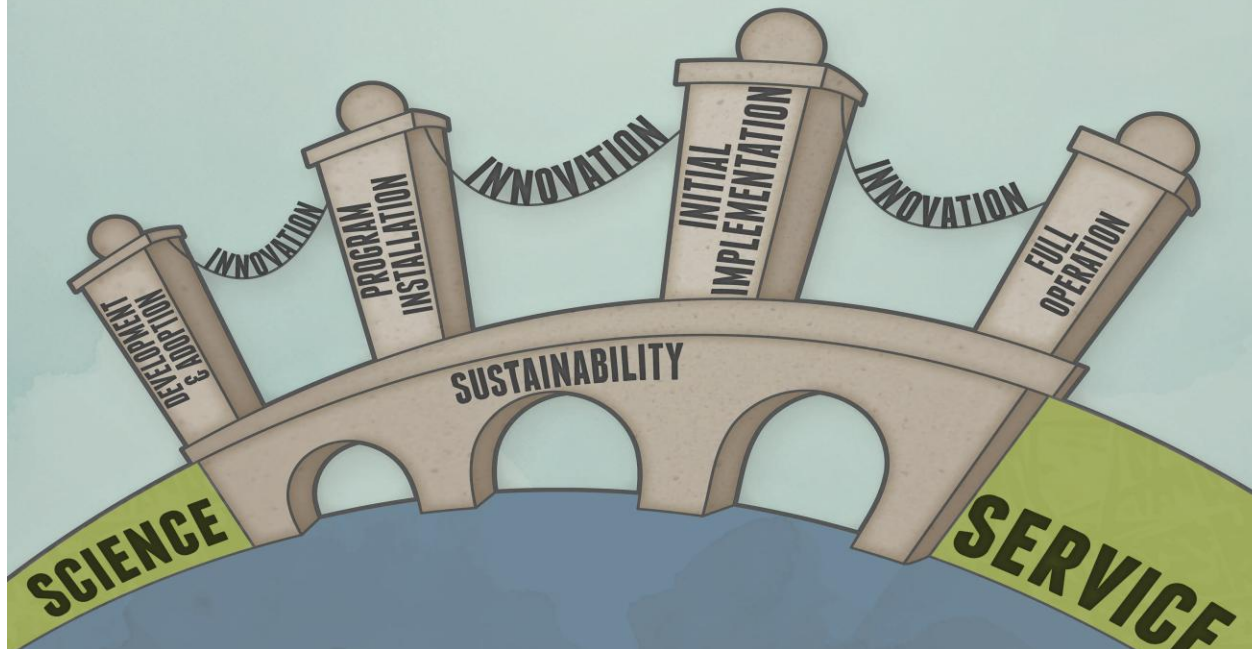
What we planned to: Assess and align internal and external systems with the Practice Framework.

What we learned: Need to refine internal policies and procedures; important to consider funding streams in face of growth; team structures; management positions; staff allocation.

What we did: Addressed issues routinely in implementation team meetings; reviewed policies; added new members to implementation team as required; supervision policy modified; fit to other policies and procedures.

Bridging the gap from science to service

*Improving outcomes for
families & children*





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