

**Abstract Submission – Royal Far West
2nd Biennial Australian Implementation Conference 2014**

Abstract – Oral presentation with PowerPoint

Royal Far West: Implementing a service excellence framework

Royal Far West (RFW), one of NSW's oldest charities, is an independent non-government organisation aiming to reduce the impact of physical, social, emotional and mental health disorders on children's health and improve the opportunities for young children to meet their full developmental potential.

RFW delivers assessment, diagnosis, early intervention, treatment and therapy services to children and families living in non-metropolitan NSW for disorders such as ADHD, ADD, Autism, Anxiety Disorders, Learning difficulties, Language, Speech and Communication Disorders, Hearing and Vision Problems, Oral Health difficulties, Behavioural and Conduct disorders.

RFW provides intensive and complex care at its purpose built Sydney facility which is complimented by outreach services delivered through country visitations and via technology which enable support closer to home for client families. RFW also provides support for families, carers and local service providers who lack accessible resources in remote towns.

In 2011, RFW's Board of Directors made a commitment to ensure the organisation becomes a renowned contributor to rural and remote child health to successfully fulfil its "Healthy Country Children" vision by its 100th year, in 2014.

"The Royal Far West Way", an evidence-based strategic framework, was created to articulate the rationale, operating principles and logic for the organisation's whole of service improvement approach.

The successful implementation of the Framework was underpinned by the development and execution of implementation strategies, which were specifically referenced in RFW's citation for its NSW Premier's Award for Public Service Excellence in 2013. This has enabled fundamental organisational change and resulted in significant service improvements, increased efficiency and enhanced health and educational outcomes for country children and their families.

Critical outcomes over the past two years that have broad relevance include the organisations enhanced capacity to meet changing federal and state regulatory and policy requirements and funding streams to build a sustainable business model. The establishment of important industry, academic and community partnerships and an innovation mindset are supporting service delivery and have generated a 25% increase in clinical and program through put with a 10% reduction in costs.

This presentation will detail the fundamental aspects of how a real world setting successfully developed and implemented a change process to improve the health outcomes for rural children and their families. We detail the more broadly applicable lessons about whole of organisation service change, including the role of leadership and capacity-building within the organisation, the evidence-based approaches and measurements tools utilised, key success factors including critical partnership work, and finally, areas for improvement.

Presenters:

Richard Colbran – Business Director, Royal Far West

M: 0402 892 960

E: richardc@royalfarwest.org.au

Dr. Robyn Ramsden – Research & Evaluation Manager, Royal Far West

M: 0439 637 757

E: robynr@royalfarwest.org.au