

Pathways for Families:

Implementing a model of integrated service delivery in a complex organisation

SDN Children's Services (SDN) is a not-for profit organisation that has been providing services for young children and their families since 1905. We work with children and families in NSW and the ACT using seven models of service: centre-based education and care; play support and playgroups; practitioner capacity building; family support; service coordination; structured parenting support; and therapeutic intervention.

In 2012, SDN embarked on an ambitious process to improve outcomes for children and their families by implementing a model of integrated service delivery –SDN Pathways for Families. Using the National Implementation Research Network implementation stages and drivers as the framework, this presentation will outline the implementation approaches and activities undertaken to date including structural changes and practice changes. The organisational factors, including systems and structures, that are supporting and hindering implementation will also be presented.