

Improving outcomes for vulnerable families: How the process of implementation has impacted on the whole of an organisation in WA

Pauline Dixon – September 2014



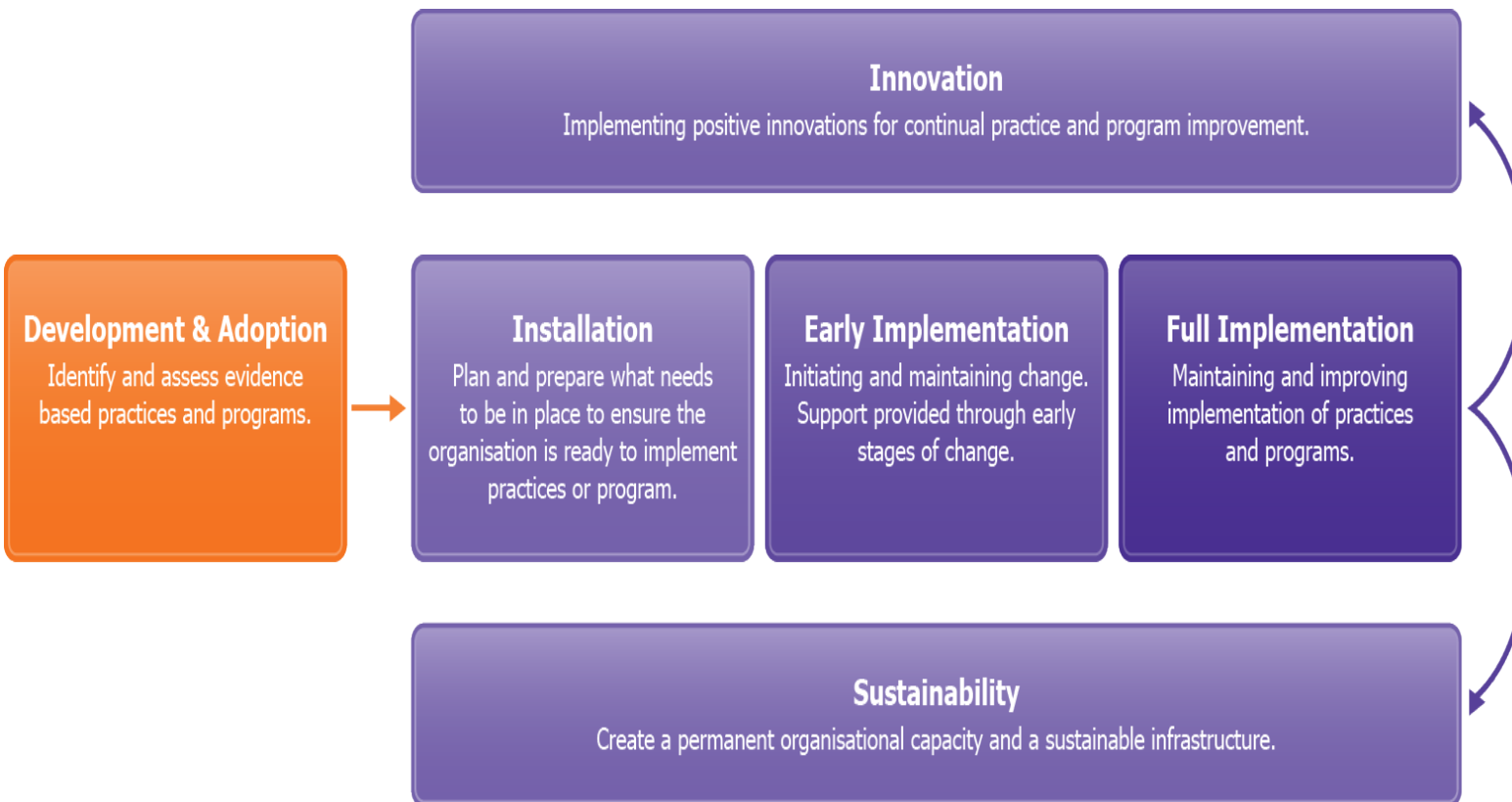
Introduction to the Organisation

Wanslea is a not for profit agency in Western Australia that has been working with families since 1943.

Services include Family Support, Out of Home Care, Child care and Community Development.

- Parenting Research Centre is a non-government organisation whose goal is to help parents raise happy and healthy children

Knowledge to Implementation Cycle (based on Fixsen et al 2005)

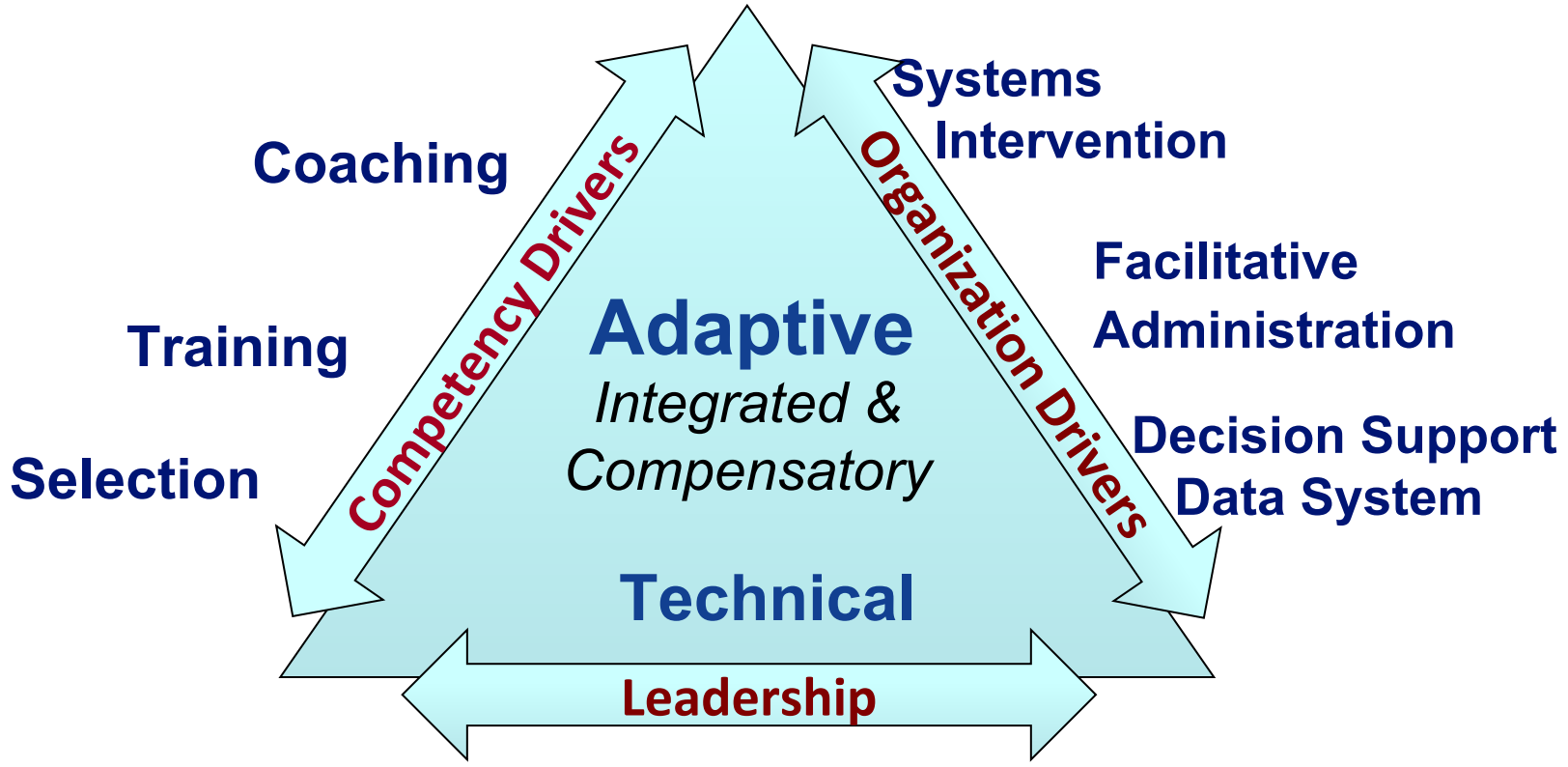


Improved outcomes for children and families



Performance Assessment

Implementation Drivers



Implementation Drivers

Competency Drivers

- develop, improve, and sustain ability to implement an intervention with fidelity and benefits to consumers.
- Drivers include: Selection, Training, Coaching, and Performance Assessment

Organisation Drivers

- create and sustain hospitable organisational and systems environments for effective services.
- Drivers include: Decision Support Data System, Facilitative Administration, and Systems Intervention

Leadership Drivers

- methods to manage technical problems

Implementation Drivers

Leadership Drivers

- methods to manage technical problems

Competency Drivers

- Staff Selection
- Training
- Coaching
 - Recruitment of Coaches
 - Field, Office, Group
 - Introduction of Case Reviews

Organisation Drivers

Decision Support Data System

Coaching Data



Number of Staff	FIELD		
	Target	Actual	Percentage
7	1/worker = 7	3	43%
8	1/worker = 8	2	25%
8	1/worker = 8	6	75%
8	1/worker = 8	1	12.5%
6	1/worker = 6	5	83%

Coaching Data

Number of Staff	GROUP		
	Target	Actual	Percentage
7	2/month = 14 participants	14	100%
8	2/month = 16 participants	12	75%
8	2/month = 16 participants	14	88%
8	2/month = 16 participants	12	75%
6	2/months = 12 participants	11	92%

Data Decision Making



Collecting Data about....

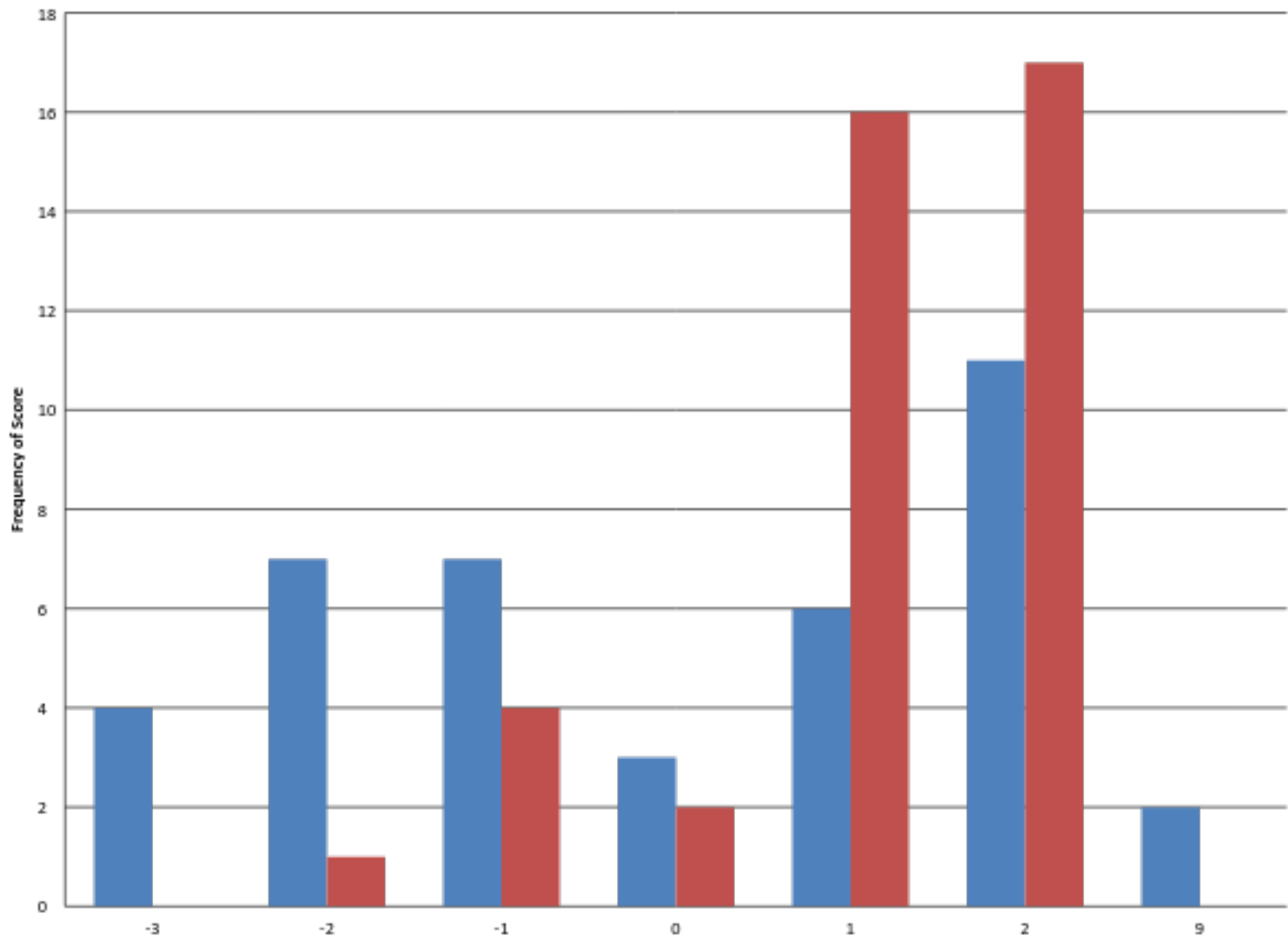
- Referrals
 - Number of cases referred
 - Number who started receiving a service
 - Number who DNP
 - Mean time lapse between referral and service/DNP
 - Number of cases on waitlist
 - Caseload
 - Reasons for referral
- Families
- Tools (Strengths and Stressors)
- Exits
- Practice data (coaching)

STRENGTHS & STRESSORS



- Domain D – Family Interactions
 - Bonding with Children
 - Expectations of Children
 - Mutual Support
 - Marital relationship
- Creating Stronger Families
- N = 40

D1: Bonding with children





Innovation

1. Seek opportunities to refine and expand treatment practices and programs
2. Seek opportunities to refine and expand implementation practices and programs
3. Use purveyors as coaches and tutors
4. Help site-based individuals to move organisation efficiently and effectively through implementation



Sustainability

1. Systems intervention
2. Work to maintain multi-level alignment
3. Maintain leadership and focus
4. Create and stay connected to champions
5. Intervene to change policies and funding contingencies
6. Remain vigilant at local, state and national levels for opportunities or threats to fidelity and sustainability

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