Keeping Kids In Mind

Cross-agency, cross-jurisdictional, cross-service domain, cross-modal, unfunded, multiple non-government organisational partnership implementation science from scratch (phew!):
A tale of _really_ hard implementation science
(and why it has almost worked!).

Michael Austin
Director
CatholicCare (Wollongong)

Kate Dover
KKIM Coordinator

Keeping Kids In Mind

What is KKIM:

Keeping Kids in Mind (KKIM) is a post-separation support program, offering, one on one support and group work to parents experiencing conflict and other complex issues after separation.

KKIM aims to improve the wellbeing of parents and children after separation through a suite of services, including:

Keeping Kids in Mind (KKIM) Program
Supporting parents through the separation process

An initiative of CatholicCare: in the Dioceses of Broken Bay, Parramatta, Wollongong and Archdiocese of Sydney.

KKIM Case Management Service
for families and children

KKIM Group
5 week psycho-educational Program for separated parents

KKIM DVD
A psycho-educational DVD for separated parents

KKIM Case Management Training
(internal staff only)

KKIM Group Train the Facilitator Workshop

An initiative of CatholicCare: in the Dioceses of Broken Bay, Parramatta, Wollongong, and Archdiocese of Sydney.

The KKIM Story…

Integration
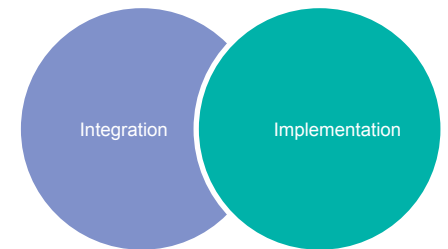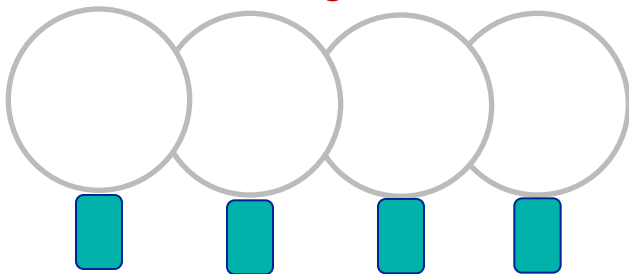
Implementation
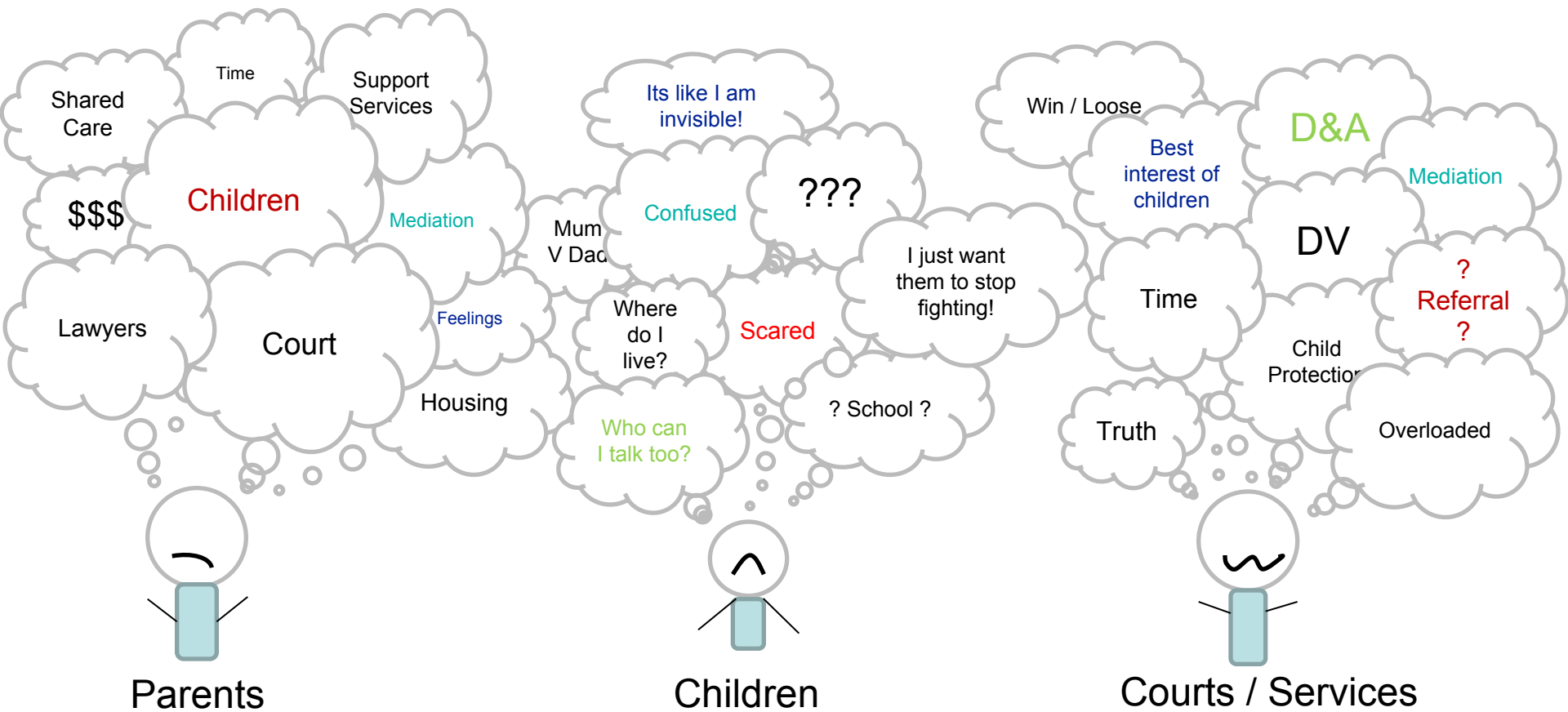
Stages of Implementation:
(Fixsen et.al., 2010).
Exploration
Installation
Initial Implementation
Full Implementation

Keeping Kids In Mind

Parents

- Shared Care
- Time
- Support Services
- $$$
- Children
- Mediation
- Lawyers
- Court
- Feelings
- Housing

Children

- Its like I am invisible!
- ???
- Mum V Dad
- Confused
- Where do I live?
- Scared
- I just want them to stop fighting!
- Who can I talk too?
- ? School ?

Courts / Services

- Win / Loose
- D&A
- Best interest of children
- Mediation
- DV
- Time
- ? Referral ?
- Child Protection
- Truth
- Overloaded

Keeping Kids In Mind

Exploration

How do we support parents & children through the separation process?

How do we create greater reach?

???

How do we centralise the referral process and coordinate support services for families experiencing conflict and complex issues

post separation?

CatholicCare Sydney

CatholicCare Broken Bay

CatholicCare Parramatta

CatholicCare Wollongong

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Exploration

KKIM

Develop a program to offer a comprehensive set of services that foster psychological and social well being and builds resilience in children and their parents who experience medium to high levels of conflict post separation!

| CatholicCare Sydney | CatholicCare Broken Bay | CatholicCare Parramatta | CatholicCare Wollongong |

Keeping Kids In Mind

CatholicCare
Parramatta

CatholicCare
Sydney

CatholicCare
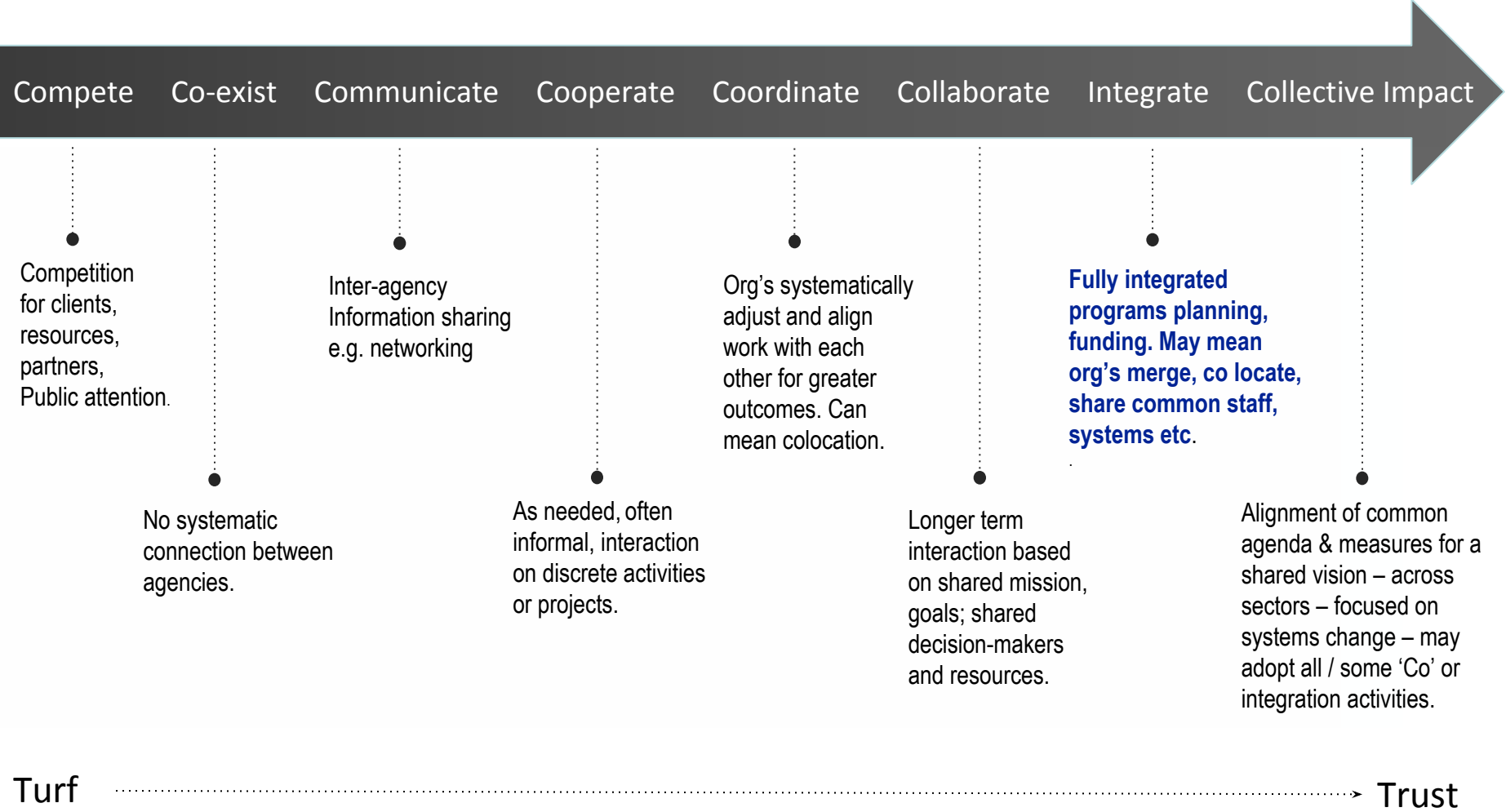Broken Bay

CatholicCare
Wollongong

KKIM

Exploration

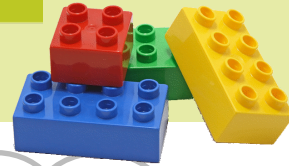An initiative of CatholicCare: in the Dioceses of Broken Bay, Parramatta, Wollongong, and Archdiocese of Sydney.

Setting the Stage: The Collaboration Continuum

What do all these "co" words mean?
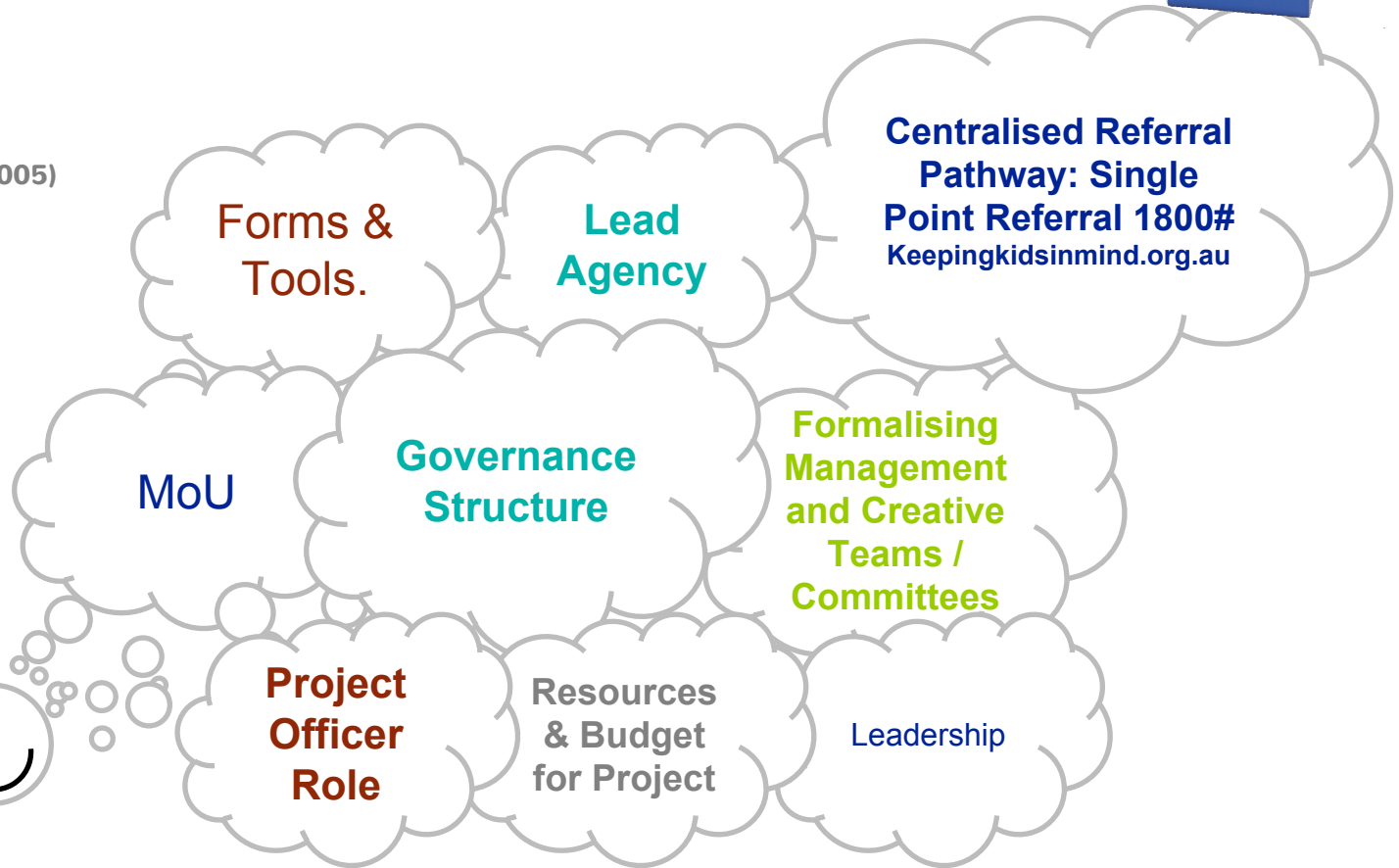
devised by *Kerry Graham & Liz Skelton*

Compete	Co-exist	Communicate	Cooperate	Coordinate	Collaborate	Integrate	Collective Impact

Competition for clients, resources, partners, Public attention.

No systematic connection between agencies.

Inter-agency Information sharing e.g. networking

As needed, often informal, interaction on discrete activities or projects.

Org's systematically adjust and align work with each other for greater outcomes. Can mean colocation.

Longer term interaction based on shared mission, goals; shared decision-makers and resources.

Fully integrated programs planning, funding. May mean org's merge, co locate, share common staff, systems etc.

Alignment of common agenda & measures for a shared vision – across sectors – focused on systems change – may adopt all / some 'Co' or integration activities.

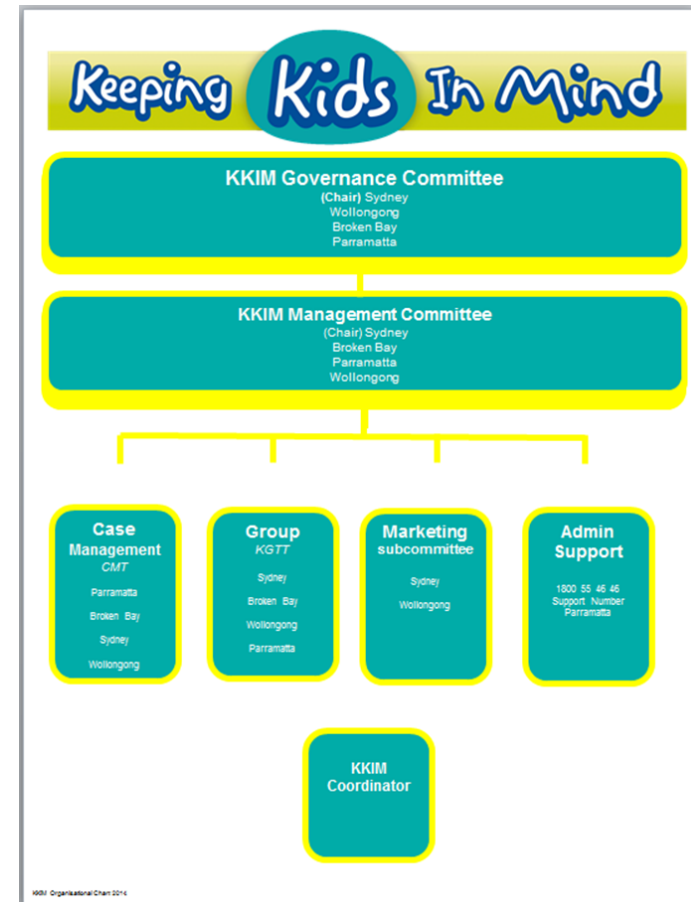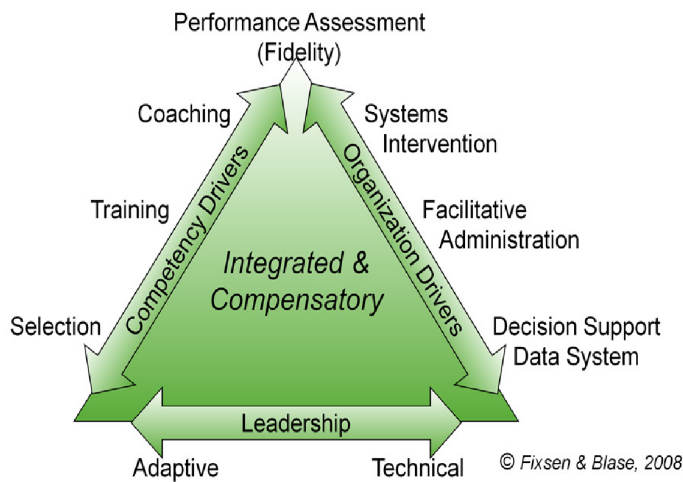Turf ....→ Trust

Keeping *Kids* In Mind

Installation:

Identify resources and staff, providing initial training and establishing performance assessments. (Fixsen et al., 2005)

Forms & Tools.

Lead Agency

Centralised Referral Pathway: Single Point Referral 1800#
Keepingkidsinmind.org.au

MoU

Governance Structure

Formalising Management and Creative Teams / Committees

Project Officer Role

Resources & Budget for Project

Leadership

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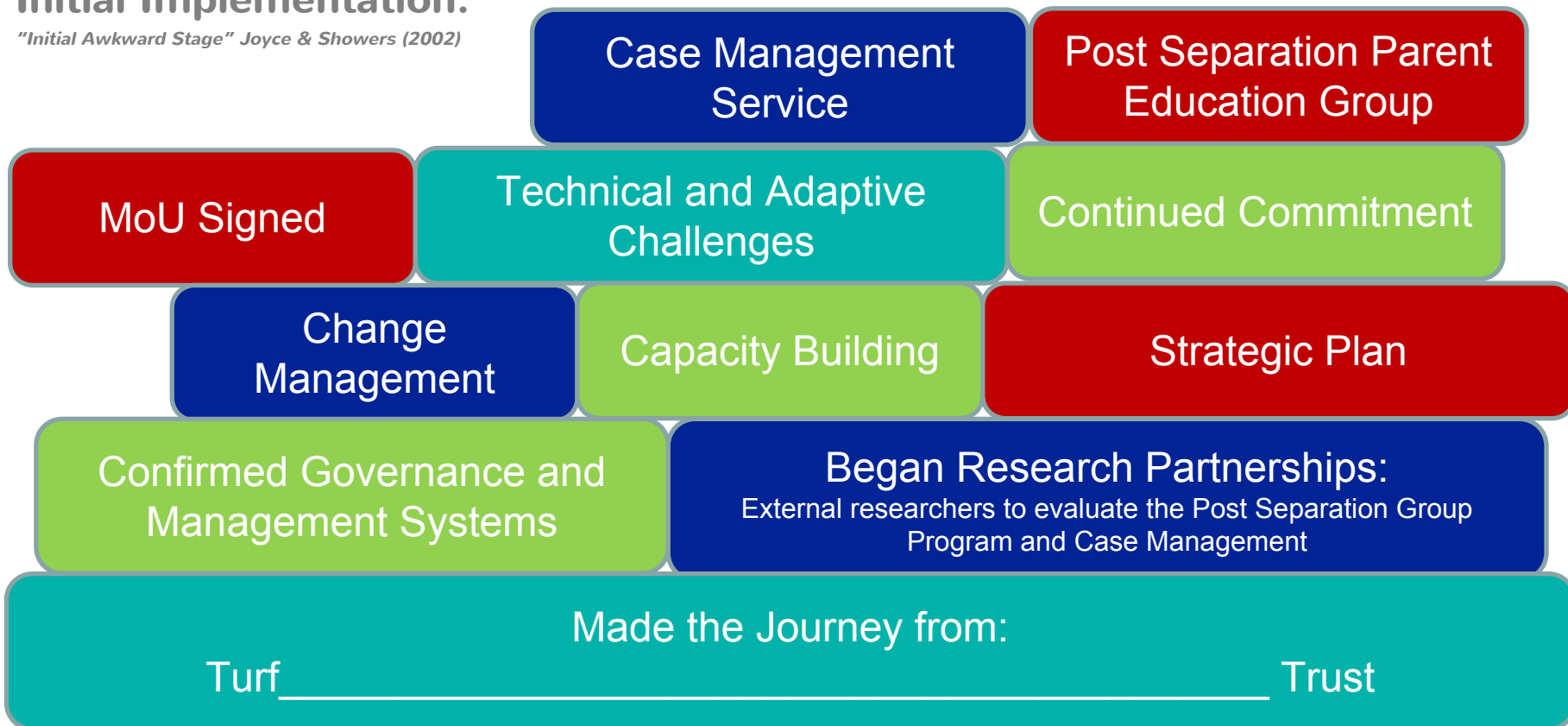
Installation:

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Keeping Kids In Mind

Initial Implementation:

"Initial Awkward Stage" Joyce & Showers (2002)

Case Management Service

Post Separation Parent Education Group

MoU Signed

Technical and Adaptive Challenges

Continued Commitment

Change Management

Capacity Building

Strategic Plan

Confirmed Governance and Management Systems

Began Research Partnerships:
External researchers to evaluate the Post Separation Group Program and Case Management

Made the Journey from:

Turf_____Trust

At this point of implantation people can easily slip back into "business as usual"

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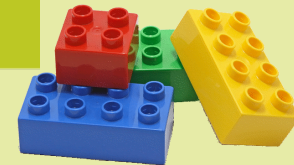# Keeping Kids In Mind

Full Implementation:

Resources

Case Management Service

Rituals and Support Systems

External Agencies Embracing KKIM	3 x Completed Positive Evaluations

Governance & Management Structures

Evidence Based Post Separation Parent Education Course

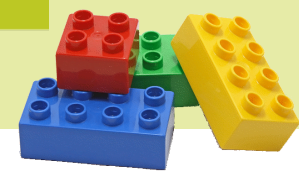| Teams & Committees	Manualised and Licenced Facilitator Training

Effective centralised referral process (1800#)	Train the Trainer Training

"Standard way of working"

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Keeping Kids In Mind

Reflections....

Integration

Leadership.
Negotiation skills.
Mission alignment of organisations.
Clear understanding of adaptive challenges.
Value in rituals.
It takes time…………..
Consider the use of a consultant when needed.
Expect challenges.
Invest in relationships – Build Trust.
Understand the change management needs.
Focus on service user and practitioner needs.
Effective engagement strategies.
Gain support from the 'right' people.
Consider timing and thorough planning of evaluation & research.
Importance of relationships between researchers and practitioners
Promote "buy in" from management to practitioners.
Coaching & Mentoring.
Change Management process is required.
Maintain outcome measures and success factors.
Competency and Attitude.
Mindful of degree of flexibility in Agency.
Be aware of the Elephants.

Implementation

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Thank you

www.keepingkidsinmind.org.au

1800 55 46 46

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