

ABSTRACT SUBMISSION AIC 2016: #14

1. Title:

Implementation of 'Team Around the Child' for vulnerable families evaluation findings

2. Author(s):

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3. Key words:

continuous quality improvement, context evaluation, Team Around the Child, vulnerable families

4. Abstract text:

a. Background and aims

Numerous reports and enquiries into human services in Victoria have identified that gaps, overlaps, difficulties navigating and accessing services are significant barriers facing vulnerable families. These barriers prevent families from accessing timely and effective services to achieve the best outcomes and prevent entry into the tertiary/targeted service system. The *Streamlining Services Antenatal – Four* demonstration project implemented the Team Around the Child (TAC) model in three local government areas (LGAs) in Victoria in an attempt to improve service delivery. The TAC model is a 'wrap around' service developed in the UK and was adapted for the Victorian context.

b. Methods

Strategies used to implement the TAC model at the local government level, organisational level, and practitioner level, across both universal and secondary/targeted services included the use of implementation teams, training and coaching, and data informed decision making. A context and continuous quality improvement evaluation was conducted and utilised data from agency stakeholders, practitioners and families. Factors relating to the success of the model across the three sites and an analysis of the key facilitating factors and barriers to implementation will be presented.

c. Conclusion

Implementation of the TAC model provides an example of how three LGAs were able to implement a service system reform at the ground level, without significant funding or service re-design utilising implementation strategies. The TAC model shows promise for streamlining service delivery for the most vulnerable families in our community, and recommendations for future research and implementation will be provided.