

Title of presentation:

Improving outcomes for vulnerable families: how the process of implementation has impacted on the whole of an organisation in Western Australia

Name of presenter:

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Key implementation questions:

Theme 2:

Systems and structures to support high quality implementation

Wanslea provides services to children and families in Western Australia, many of whom are known to the Department for Child Protection and Family Support. Wanslea practitioners worked with the Parenting Research Centre in Victoria to build a practice framework. The purpose of this work was to achieve the best possible outcomes for children's safety and wellbeing. It was based on a collaboration of research and evidence informed practice and the experience of practitioners who work from a strength based assertive outreach model with families and their children. Wanslea is now in its fourth year of implementation of the practice framework and is following the model of the National Implementation Research Network in the USA. Changes at different levels of the organisation have been required to support this process. These include the key drivers of staff selection, training, supervision, coaching, systems intervention, facilitative administration, leadership and using data to support decision making. This presentation will focus on four of these: staff selection, supervision and coaching, data decision making and leadership. The process included the formation of an implementation team that assesses and guides the work of practitioners and the organisation with the purpose of supporting the full implementation of the practice framework. Issues relating to staffing including selection, training, and supervision and coaching have been explored through an implementation lens. Data has informed decision making at an implementation team level and is now being used to inform clinical decision making.