



Slide 1: Day-Stay at FamilyCare

Good afternoon everyone and thank you for coming today. My name is Rosemary Rutledge and I am the Program Leader for FamilyCare's Day Stay Program. Here with me today is one of my co-authors and manager, Noellene Morrow and we are both able to answer any questions you may have about this program and what we do at FamilyCare.

As you are no doubt aware, identification of vulnerabilities in families affords opportunities for service providers to offer early intervention strategies that support and strengthen caregivers' abilities to nurture their children. This is especially important during the first 1000 days of a child's life as early intervention can enhance the well-being of children, their parents and their families. Recently published research by the Centre for Community Child Health at Murdoch confirms that in the first 1000 days, infants are at their most vulnerable yet most adaptable, that changes or adaptations made during this time can have life-long effects and that this is the best time in an infant's life to build strong foundations that support optimal development.

Today I will introduce you to FamilyCare's Day-Stay service and briefly outline what

we do and how we work with the parents and caregiver's of babies in the Goulburn Valley and Lower Hume. We will then look at the evaluation process that we undertook to measure the impact of the program. Finally, having incorporated the evaluation report's recommendations, I will present you with the most recent data that demonstrates the overall effectiveness of FamilyCare's Day Stay service and how it's early intervention strategies strengthens this rural community's parents to support the development and well-being of their children.

CLICK

Day-Stay at FamilyCare

- ▶ Started in 1995
 - ▶ Supports caregivers of infants (0-1yo)
- ▶ Part of FamilyCare's Parent Child Program (PCP)
- ▶ A one-day session
 - ▶ 7 hour session - 2 sleeps and 2-3 feeds
 - ▶ Located in Greater Shepparton, Moira and Mitchell LGAs
- ▶ Telephone counselling provided
 - ▶ On intake and post one-day session
- ▶ Repeat sessions possible



Slide 2: Day-Stay at FamilyCare

In 1995, FamilyCare initiated the Day-Stay service as a direct response to the local community's need for an effective early year's program that works with caregivers of infants under 12 months of age. It is one of a suite of programs offered through FamilyCare's Parent Child Program (PCP). This was a program that I set up and I have been privileged to watch it continue to grow over the past 25 years.

CLICK

Day Stay is a short-term program of up to six weeks. All referrals come through our Child FIRST referral service. From there, the family receives a phone call from myself and is invited to participate in the program.

During the Day Stay program, most parents will participate in the following activities:

1. A telephone call from the PCP Program Leader to discuss the referral and to confirm the date for a Day Stay session.
2. Attendance with their baby at one Day Stay session (7hrs).
 - The day session allows for the observation of a minimum of two feeds and two settling sleep periods for each baby.
3. Within a week following their attendance at a Day Stay session, each attendee

receives a phone call from their Day Stay worker.

- During this call, the Day Stay worker assesses if the caregiver requires a repeat Day Stay session.

The Day Stay service is open to all parents of babies aged up to twelve months, living in the local region, who are experiencing difficulty in caring for their baby and who have been unable to resolve these issues using other services.

CLICK

Aims of FamilyCare's Day-Stay Program



1. Intervene early before problems become habitual
 - ▶ Through providing customised attention and modelling of positive parenting practices
 - ▶ Supporting the development of secure attachment between caregiver and baby
2. Respond to needs of vulnerable families
 - ▶ Includes mothers encountering social isolation and/or living out of town
 - ▶ Includes parents experiencing difficulties caring for their babies
 - ▶ Increase caregivers' competency and confidence to develop healthy relationships with infant
3. Increase social and service networks

Slide 3: Aims of FamilyCare's Day-Stay Program

The objectives of FamilyCare's Day-Stay program are threefold. The first objective is to:

Intervene early in the life of the child and before any problems become habitual so that a secure attachment can form between the parent and child.

Day Stay staff address issues experienced by parents in understanding and managing the needs of their infant, such as feeding and sleep and/or settling difficulties.

In particular, staff use role-modelling techniques to teach and support the caregiver to use recommended baby care techniques and practices with their baby.

Bowlby's attachment theory is the framework from which the practitioners observe, identify and discuss strategies with the caregivers to improve parent and infant communications. Attachment theory builds on the concept that the more a relationship between the caregiver and child is consistent and nurturing, the better the chances the infant will grow into a healthy individual.

CLICK

The second objective is to Respond to the needs of vulnerable families who require additional parenting support.

This includes parents

Encountering social isolation and living out of town on properties
Who are vulnerable or disadvantaged including young parents,
Aboriginal parents, parents from culturally and linguistically diverse
backgrounds

Facing additional challenges in caring for their babies due to
intellectual disability, mental illness, family violence or low income
levels.

Referred by Child Protection Services for an assessment of their
capacity to parent.

CLICK

Increase social and service networks

Workers are sensitive to the possibility of more complex, underlying issues
such as post-natal depression, social isolation or relationship problems. With
the consent of parents, Day Stay staff liaise with other services within
FamilyCare or other agencies and link parents to community services such as
supported playgroups.

CLICK

Testing effectiveness of Day-Stay using independent evaluation

Sought to clarify:

- ▶ Service model
- ▶ Alignment with evidence and best practice
- ▶ Delivery processes and impact
- ▶ Determine if valued by local parents and community

Evaluation process:

- ▶ Underpinned by participatory and outcomes-based approach
- ▶ Program Logic development
- ▶ Evaluation framework development
- ▶ Collect data
 - ▶ FamilyCare records, interviews, surveys, focus groups

Findings:

- ▶ Service model supported by literature re effective early parenting support
- ▶ Further work required to explicitly articulate and document Day-Stay activities Was delivered as intended. Improvement required by making planning process more explicit
- ▶ All intermediate & short term outcomes achieved; further progress required to achieve long term outcomes
- ▶ Feedback indicated Day-Stay is held in high regard by community

Slide 4: Testing effectiveness of Day-Stay using independent evaluation

Most recently, the FRSA found that ‘the majority of Australian family and relationship programmes may be cost-effective, but have not had the resources to demonstrate this’ (FRSA 2017, p. 18). In 2015 FamilyCare brought in an independent evaluation team to test the effectiveness of Day-Stay. The Murdoch Institute of Children’s Research, worked with FamilyCare and Day Stay staff to evaluate the program and identify the necessary steps to bring the program in line with best practice.

This process sort to clarify:

What was the service model?

How this model aligned with current evidence and best practice.

What the delivery processes were and the impact for the clients.

How much Day Stay was valued by local parents and the community.

CLICK

The evaluation:

Was underpinned by participatory and outcomes-based approach

Included the facilitation of a program logic

Developed an evaluation framework

Collected data using:

FamilyCare records

Interviews with staff, parents and community members

Surveys

Focus groups

This was an eye-opening process and enabled us to engage more fully in the process of establishing an evidence informed framework.

CLICK

The final report found that

That the literature supported Day Stay's service model as effective for providing early parenting support

That further work was required to explicitly articulate and document Day Stay activities including the development of a program logic and manual that would support best practice.

The Day Stay program was delivered as intended but improvement was required to make the planning process more explicit.

The intermediate and short-term outcomes outlined in the program logic were achieved but further progress was required to achieve long term outcomes.

The community held Day-Stay in high regard.

CLICK

Implementation of evaluation findings

- ▶ FamilyCare Day Stay manual written and published
 - ▶ Program Logic developed and incorporated into Day Stay manual
 - ▶ Planning process for the Day Stay one day session explicitly outlined in manual
- ▶ Evaluation practices introduced to gather data continue to be used
 - ▶ Start of day, End of Day and End of Service Surveys
 - ▶ Karitane Survey
 - ▶ Client Surveys
- ▶ Findings collated and published annually



Slide 5: Implementation of evaluation findings

With the release of the Murdoch Institute's final report, FamilyCare has written and published the Day Stay manual, which includes the program logic developed during the evaluation process and explicit outlines of procedures for Day Stay's planning processes.

Evaluation practices introduced during the evaluation process continue to be used and have become part of the everyday process for running the Day Stay program. This includes surveys for the

- Start of Day
- End of Day and
- End of Service Surveys
- Karitane Parenting Confidence Scale and
- FamilyCare's Client Satisfaction surveys

The data is collated and the findings published annually. This report is also used to support and identify opportunities to improve service delivery.

CLICK

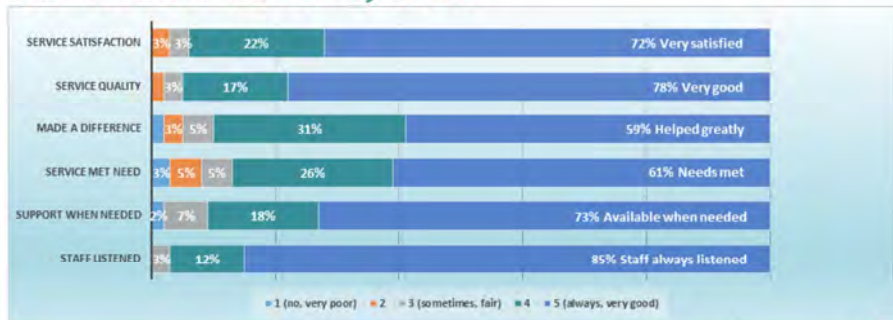
One year post independent evaluation...

Karitane Parenting Confidence Scale (KPCS) results

First Visit - Start of Day: **71.88%** initially scored within the clinical range
(scores 39 and under)

Service End: **91.30%** showed significant clinical improvement
(recovered (scores 40 and over) or improved (scores up by 6 or more))

Client Satisfaction Survey results



Slide 6: One year post independent evaluation...

One year on, FamilyCare have implemented the recommendations from the Murdoch review and now have evidence that confirms parents and caregivers who attend Day Stay benefit significantly from participating in the program. For example, from those who had completed all surveys and initially scored within the clinical range at the beginning of service, 91.3% showed significant clinical improvement.

CLICK

Client Satisfaction Survey results demonstrate that 94% of participants are satisfied or very satisfied with the service and 90% of participants claimed that attending Day Stay made a difference.

CLICK

Finally...



▶ FamilyCare's Day Stay program

- ▶ Provides a crucial service within the local and outlying communities of this region.
- ▶ Addresses the caregivers' strengths through education and role-modelling
- ▶ Increases parenting confidence and competency
- ▶ Provides opportunities to introduce other early intervention strategies
- ▶ Has the capacity to be replicated in other communities.



Thank you. Any questions?

Slide 6: Finally...

Finally, this presentation has demonstrated that FamilyCare's Day-Stay program provides a crucial service within the local and outlying communities. The program addresses the caregivers' strengths, and with education and role-modelling assists them to address their infants' basic needs. This increased confidence and competency in parenting allows for better outcomes for the infant, and assists them to develop into healthy individuals. At the same time, it also identifies vulnerabilities in families during the first 1000 days of a child's life and enables opportunities for service providers to introduce other early intervention strategies that may be necessary.

Most importantly, FamilyCare's Day Stay program addresses a specific rural community's needs, and by engaging with an independent evaluation process have demonstrated that Day-Stay is an evidence-informed program that could be replicated across the wider community.

CLICK

Thank you for your time today. Any questions?