



Family Worker Training  
+ Development Programme INC.

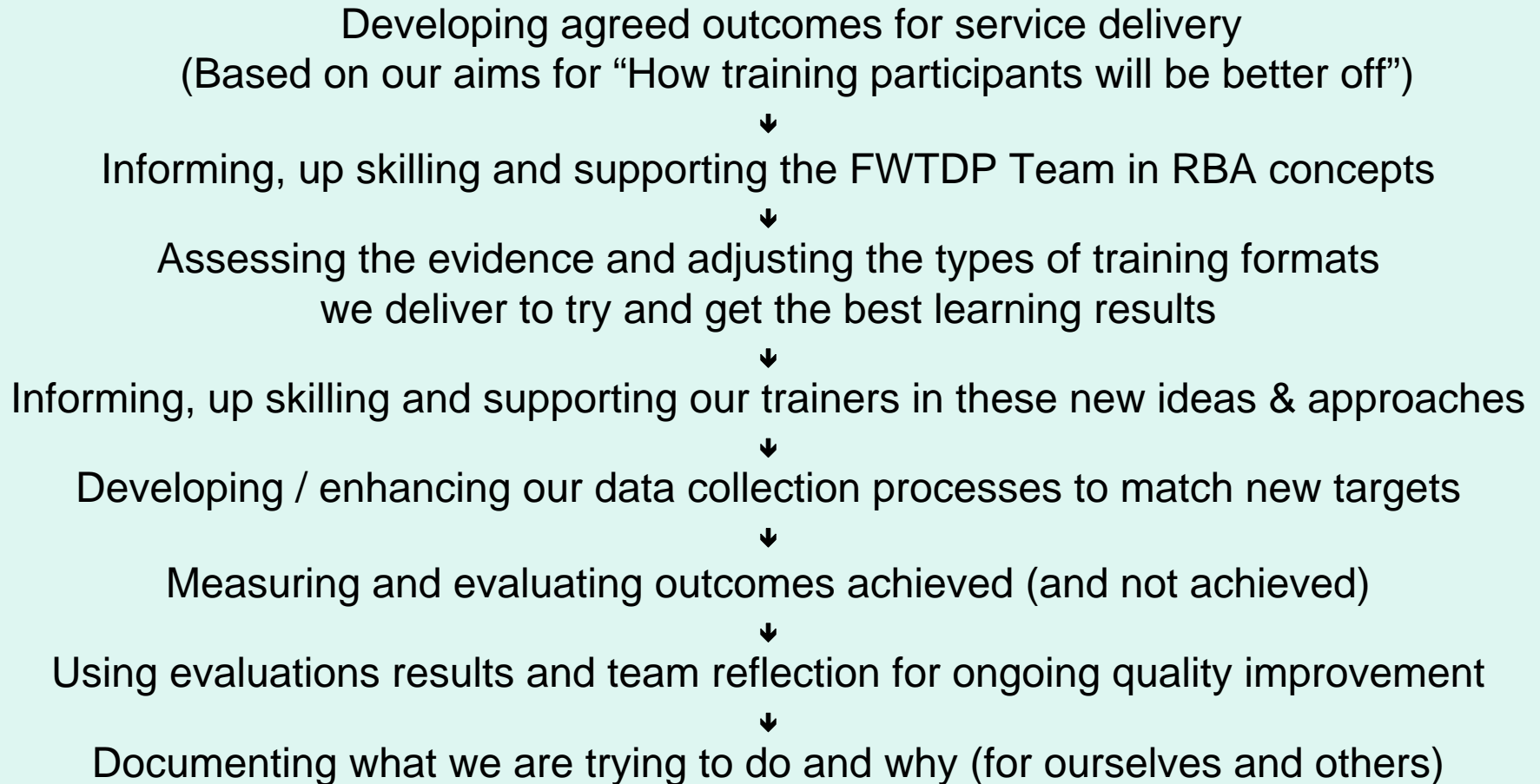
# **New FWTDP Directions**

**Applying Results Based  
Accountability to FWTDP**

**Our First Year's Journey**

# What Steps Have We Taken?

**FWTDP has taken a purposeful strategic approach over time to incorporate RBA into the organisation, including:**



# Developing Agreed Outcomes for Service Delivery

**FWTDP developed new outcome targets for ALL training**

**(This was achieved over several facilitated planning sessions involving workers and members from management committee / reference group)**

NEW OUTCOMES FOR ALL FWTDP ACTIVITIES:  
(ie: training participants will be better off by having...)

- Increased Capacity in Strengths-Based Practice
- Increased Knowledge of Family Work Evidence Base
- Increased Knowledge About the Topic
- Increased Confidence to Apply Knowledge
- Increased Capacity for Conscious Practice

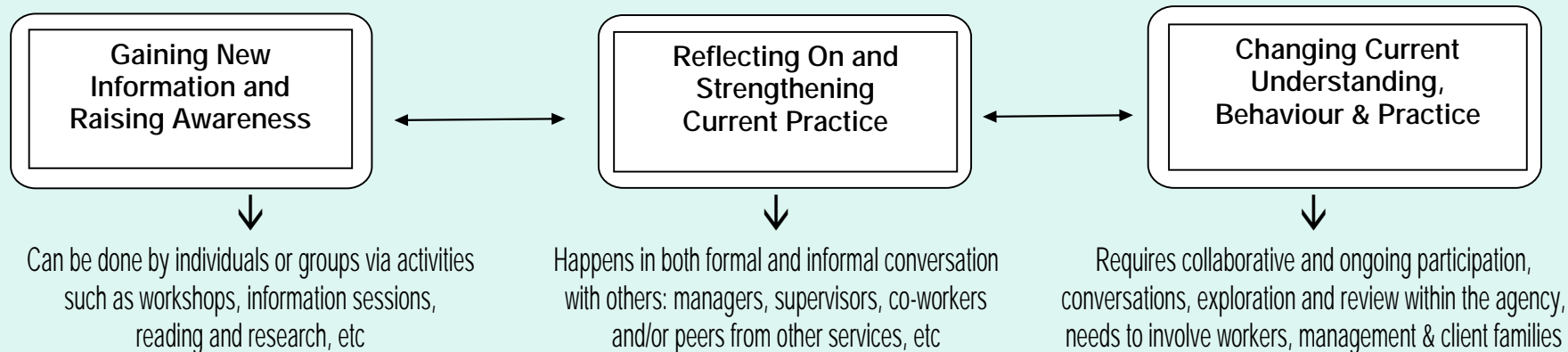
# Inform, Up Skill & Support Staff

- ❑ Use planning processes to discuss and explore RBA concepts
- ❑ Identify people to facilitate and lead team/agency learning
- ❑ Talk about RBA at staff meetings & team reflections meetings
- ❑ Provide reading material and handouts to staff and committee
- ❑ Using real case studies to apply RBA thinking to one section of our work practice at a time (“If we do it this way what might happen?”)
- ❑ Active permission for everyone to be learning and ‘not know yet’
- ❑ Build on learning as we go, try new things out, adjust our ongoing practice based on what we learn along the way

# Assess Evidence & Adjust Training

- ❑ Look at what the evidence says about the most effective approaches to delivery the desired outcomes (has involved taking a more community development / capacity building approach to training – focusing on ongoing reflection / learning opportunities as well as the traditional one day workshop formats)
- ❑ Draw from both formal research and theory and the long time experience (practice wisdom) of our organisation
- ❑ Assess the capacity to delivery the varied training formats within available resources and adjust projected outputs accordingly (in consultation with DOCS / funding body)
- ❑ Document background and reasons for changing training format to help us and other understand the changes we are making (refer to the L&D Continuum on next page for more information)
- ❑ Trial new training formats, assessing outcomes and participant feedback and adjust ongoing practice according to what we learn along the way

# The Learning & Development Continuum



## How to Make the Most of Learning & Development Opportunities

- Discuss & apply examples of your own work context at training
- Try out new ideas back at work
- Talk to at least one other person on what you've learnt and how it fits with your work role / context
- Be open to challenge & change and reflect on personal values and beliefs

- Bring back new information from training, reading or research for team discussion
- Decide as a team to try out new ideas / thinking and come back to talk about how it went
- Use challenging situations and issues as an opportunity to reflect on how the team wants to deal with it next time
- Talk about and celebrate success stories and achievements
- Acknowledge and build on existing strengths
- Be open to challenge and change and reflect on personal / team values & beliefs

- Talk time to discuss the changes to be made and ensure everyone in agency participates and that everyone has a voice (use both formal & informal ways to seek input from client families)
- Acknowledge and build on existing strengths
- Take notice of and support fears and concerns
- Decide on a process for making change happen (try different options – and be flexible and creative!)
- Make regular time to discuss how things are going
- Develop agency policy & procedures as required (Management must be clear and show positive leadership)
- Involve management and allocate change management / support resources where required
- Be open to challenge and change and reflect on personal / team / agency beliefs & values
- Agency supports and promotes change as a positive and necessary part of growth and development

# Inform, Up Skill & Support Trainers

- ❑ Recognising the vital role of trainers in delivering and influencing desired outcomes
- ❑ Developing systems and resources to train our trainers in the new information and requirements (eg: develop new trainer brief, orientation sessions and learning kits)
- ❑ Adjusting contractual arrangements with trainers to cover the new requirements
- ❑ Working with trainers on an individual basis to support them to deliver the new training formats, content and activities that are aimed at achieving the desired outcomes
- ❑ Getting feedback from trainers as well as providing trainers with participant and FWTDP feedback to support ongoing quality improvement

# Develop / Enhance Data Collection

- ❑ Develop new feedback and evaluation forms tailored to new outcomes
- ❑ Develop computerised data collection process to suit new evaluation / outcomes and make data collection easier
- ❑ Trial new system as we go along and adjust accordingly
- ❑ Have patience in the 'learning as we go approach' (can't expect to get it right first time around)
- ❑ Set realistic targets for achievements in the set up phases, including re-negotiating service specification targets with DoCS (ie: these targets can be lifted later once new service delivery systems are more fully established)

# Measuring & Evaluating Outcomes

- ❑ Looking at evaluation and data collection information as it builds
- ❑ Looking at the story behind results (what types of training is delivering different results, how feedback and experience of different types of worker may differ, who are we reaching / not reaching....)
- ❑ Using this information to help inform training in the short term by trying slightly different approaches to see if results change
- ❑ Maintaining a commitment to the measuring and evaluating framework in the early stages – ie: holding firm to overall goals and accepting that it will take a while for everyone to get used to new ways of doing things
- ❑ Aiming to build information over time to inform and develop the services we deliver in the longer term to get the best results
- ❑ Being prepared to adapt both service delivery, planning, resource allocation and evaluation systems over time if needed to get better results

# Team Reflection, Quality Improvement & Documenting

- ❑ Setting aside time to reflect on what we are doing (at staff meetings and new dedicated team reflection meetings)
- ❑ Revisiting our goals and new directions as part of discussion
- ❑ Talking about why we think things might be happening the way they are and if things are heading in the right direction
- ❑ Looking at challenges and exploring and trying different strategies to meet challenges and strengthen outcomes
- ❑ Learning as we go (recognising both 'mistakes' and achievements as valuable learning opportunities)
- ❑ Writing things down and developing information that helps describe and explain what we are doing
- ❑ Sharing this information with the team, our management committee / reference group and other services
- ❑ Talking to others about what they are doing and sharing tools and resources

# Overview of Resources Developed

- ❑ Whole of Organisation RBA Plan – detailing outcome goals for each project (doubles as service specifications information)
- ❑ Outcomes Explanation Chart – expanding on what the outcomes mean
- ❑ Learning & Development Continuum - explaining new Training directions and what the evidence says about ‘how to get the most out of training’
- ❑ Power point presentation on our RBA goals to help inform staff, management committee and members at AGM
- ❑ New Trainer’s Brief and resource list on Family Work evidence base
- ❑ Trainer’s Orientation Training Course (for current and new members)
- ❑ Trainer’s Orientation Self Paced Learning Kit (for Trainers who can’t get to face to face sessions)
- ❑ Overview of RBA as applied at FWTDP – context of ‘Whole of Population Accountability’ compared to FWTDP ‘Program Performance Accountability’
- ❑ Mapping steps taken by FWTDP in applying RBA
- ❑ Overview of outcomes achieved for a sample of training already delivered under the new system

# Where to Next?

- ❑ Use first year of data collection to assess progress and areas for improvement
- ❑ Introduce changes to practice, data collection and evaluation based on what we learn (tracking training participant feedback and changes in outcomes along the way)
- ❑ Continue to reflect on practice and try out new approaches (staying mindful of the evolving formal evidence base for family work and required worker skills and knowledge)
- ❑ Continue to develop and share information, resources, data collection and growing 'evidence base' of what works at FWTDP and why
- ❑ Use our own evolving (external and internal) evidence base of outcomes achieved to advocate for the service and to maintain / increase funding base to expand agency capacity to continue to do what we do and do it well!