

# How can we benefit from research?

## Balancing the expectations and needs of stakeholders in Child and Family CSOs

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# The 'burden' of the research effort

## Ripple -

- ▶ Up to 20 contacts per interview

## kContact -

- ▶ 396 contacts/attempts for 35 parent interviews (including 9 that didn't happen)
- ▶ 245 contacts/attempts for 35 carer interviews (including 5 that didn't happen)

# Benefits from research for CSOs

- ▶ Can research be only problem identification or should it identify solutions?
- ▶ The buy in from the CSO depends on the outcome focus.
- ▶ Action research is easier to manage - attached to a project and tangible evidence via the project team.

# What does a CSO want from research?

- ▶ We want to see how research links with what we do in the here and now.
- ▶ We want something back for the efforts we put in.
- ▶ We want a bridge between research findings and integration into practice

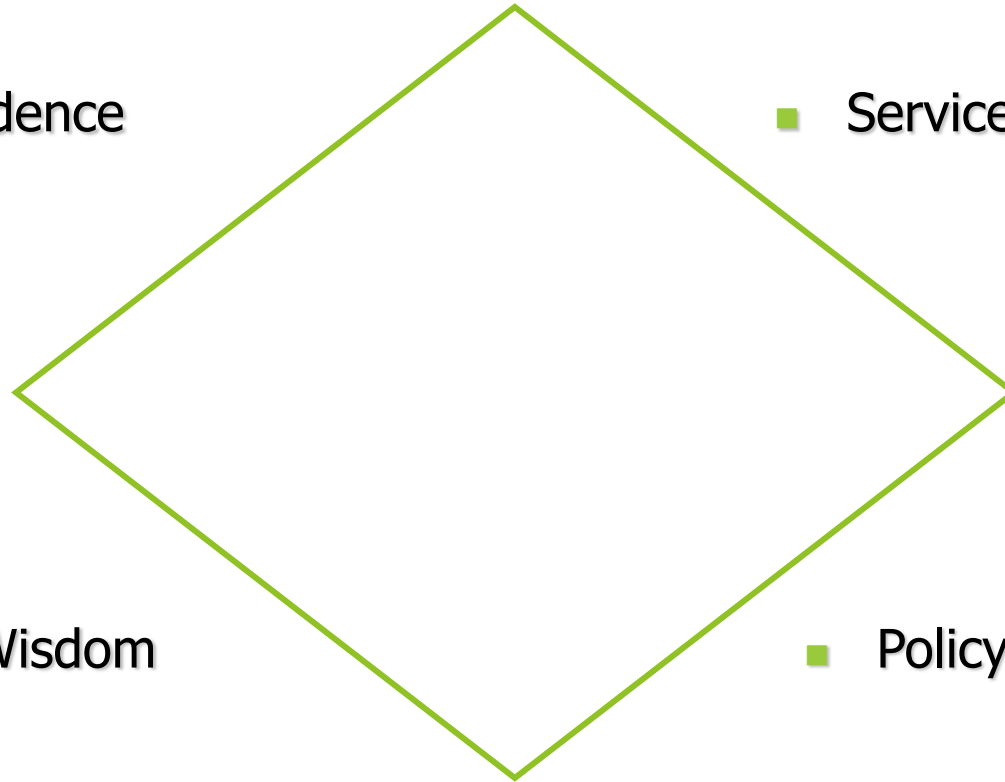
# Reciprocal Research Methodology: The Knowledge Diamond

■ Research Evidence

■ Service User Experience

■ Practitioner Wisdom

■ Policy Perspectives



# The Ripple Project

## Building relationships between sectors

- ▶ Community Service Organisations (CSOs)  
Anglicare, MacKillop Family Services, Salvation Army - Westcare & PYFS/SalvoCare Eastern, Victorian Aboriginal Child Care Agency (VACCA)
- ▶ Intervention partners  
Orygen Youth Health Clinical Program, Royal Children's Hospital Intensive Mental Health Youth Outreach Service, Youth Support and Advocacy Service (YSAS)
- ▶ From April 2013 - ongoing  
Interviews and focus groups with young people, practitioners, management  
Involvement in project governance, practice redesign and activities at all levels

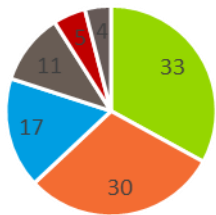
**Orygen**

The National Centre of Excellence  
in Youth Mental Health

# Ripple - Baseline data collection

176 young people interviewed (census n=324, 54%).  
Interviews of 30-60 minute duration.

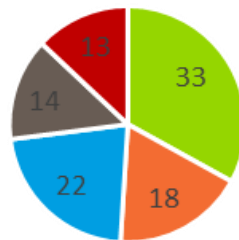
Youth non-participation



- Decline to participate
- Left care
- Could not be contacted
- Case Mgrs refuse
- Disability
- Carer refuse

104 Carers (51%)  
Carer interviews of 1-2 hour duration.

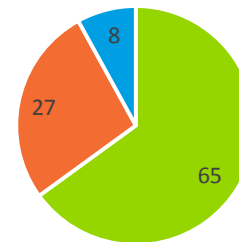
Carer Non-participation



- Decline to participate
- No allocated carer
- No appt made
- Case Mgr refuse
- Case closed
- Carer refuse

79 Case Managers (72%) interviewed  
Case Manager interviews 1 hour + 20 mins per young person.

Case Manager non-participation



- could not be contacted
- left their position
- declined to participate

# kContact

## An intervention trial - Contact for Children in home-based care

Victoria: Baptcare, Berry St, CAFS, CFECFW, MacKillop Family Services, Ozchild, Wesley, Westcare, University of Melbourne

ACT: Australian Catholic University, Barnardos, Community Services Directorate, Marymead

- ▶ Sector Consultations, Literature Review, Expert Panel
- ▶ 6 month Practice Enhancement Intervention
- ▶ Baseline and follow-up interviews with parents, carers and agency workers of sample children
- ▶ Partner workshops to present findings, Guidelines for contact



# Challenges . . .

- ▶ Data collection / recruitment of interviewees
- ▶ Research fatigue
- ▶ Gatekeeping - agency staff protectiveness
- ▶ Finding the important stories - they may lie in the exceptions
- ▶ Researcher skills and understanding of the sector and its complexities

# What is working . . .

- ▶ Researchers who understand the practice context
- ▶ Research-informed organisations where research is valued
- ▶ A ‘champion’ within the organisation
- ▶ A tangible link between research and practice development

# Balancing the expectations and needs of stakeholders in Child and Family CSOs

- ▶ CSOs need evidence for advocacy
- ▶ CSOs need to build 'numbers' from bringing together organisations through independent researchers or collaborative arrangements between CSO researchers
- ▶ CSOs need evidence of what practice interventions support better outcomes for their clients
- ▶ The perceived benefits to the clients and the organisation **must** outweigh the experienced costs