Service System Requirements

**Five system requirements for identifying and recruiting mothers**

- 1. Universal population-based system for identifying pregnant women
  - Identify before 20 weeks gestation (preferably)
  - Hospital booking-in system enables early book-in
  - Work with community and health care providers (eg GPs)

- 2. Universal population-based system for assessing psychosocial risks
  - Psychosocial risk questions
  - Edinburgh Depression Scale

- 3. Process for reviewing families’ psychosocial risks
  - Facility to “flag” files of potential eligible families
  - Case discussion meetings to review families psychosocial risks
  - System generate a list of families to be offered the Program

- 4. Process for contacting eligible families to invite participation in program
  - Initial contact to be made by Program Nurse

- 5. Process for monitoring the identification of eligible families and uptake of the Program by families
  - Ongoing monitoring of requirements 1 to 3
  - Ongoing monitoring of requirement 4

**Program infrastructure requirements**

- 1. Recruitment of appropriate numbers of competent Program Staff
  - Child and Family Health Nurses (0.6 FTE per 18 families in Program)
  - Social Care Practitioners (1.0 FTE per 100 families in Program)

- 2. Secure employment of the Program Staff
  - Crucial for providing continuity of enabling relationships with families.

- 3. Ongoing training and clinical supervision of Program Staff

- 4. Clear and effective management and leadership

- 5. Functional relationships with other Tier 1 maternal and child health service providers

- 6. Service level agreements and memoranda of understanding with Tier 2, 3, and 4 service providers

- 7. Resources for families
  - Provision of a copy of the child development parent education program.
  - Provision of pamphlets, flyers, information sheets, DVDs and other resources that may be useful in assisting families to meet their needs.
Service System Requirements

Program infrastructure requirements (continued)

8. Resources for Program Staff

- Provision of a car for each Program Nurse to attend home visits and appointments.
- Provision of a car for Tier 2 staff to attend home visits and appointments.
- A car fitted with appropriate child restraints to support families’ access to support.
- Provision of a mobile phone for each Program Nurse.
- Provision of a dedicated office telephone for the Program.
- One digital camera for every three Program Nurses, and equipment and photo-paper for printing of photographs.
- A computer, printer and access to the internet to facilitate location and printing of resources for families.
- Equipment and resources for the delivery of the child development parent education program.
- Access to infrastructure (rooms and equipment), resources and funding support for group activities for Program Families.
- Access to sources of funding to support families’ participation.
- Priority access to Tier 2 services, and facilitated and prioritised referral process to Tiers 3 and 4.

Selecting the Child Development Parent Education Program

CHECKLIST

Select a Program

Other Suitable Program

Does the program satisfy MECSH minimum requirements (see p. 22)?

No

Yes

Seek approval from the University of NSW

Negotiate appropriate permissions from the owner/distributor of the program

Implement according to program delivery schedule

Learning to Communicate (LtC)

Program resources are disseminated antenatally

Session 1 delivered at child age 1 month

Follow LtC program delivery schedule

Revisit options