24 May 2017 (Wednesday)

11:00am-12:30pm

Oral Presentations, Pre-organised Group, Experiential Workshops

Oral Presentations

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V303**

Title: Enlisting People who Live Homeless and Health Managers in Practice Research (Abstract no. 3085)
Author: *Rohena Duncombe*

Abstract: This collaborative research explores the low uptake of health services and the poor health of people who live homeless in a rural coastal community. It facilitates communication between two groups of people who would not usually have contact; people who are homeless and people who manage local health services. Through communication, this research will bring user knowledge and experience to service managers with the aim of designing more accessible services. It will also give voice to a marginalised group. Methods: The research uses an inclusive methodology, inviting both groups to participate as co-researchers: in data production, data analysis, writing and reporting. Initially meeting separately, the two groups will exchange transcripts over three iterations, with the option of meeting face-to-face at the end. This methodology relies on a decade-long relationship between the lead researcher and the people living homeless. This research aims to bring people who use few health services into the discussion. It will also provide a rare opportunity for the participating services to understand why some people with high needs do not use services. Findings: Initial findings suggest that distrust of wider society and of health practitioners contributes to the low use of health services. Participants who live homeless identify social isolation and harassment by Police, Council staff and members of the public as contributing to that distrust. Lack of care from others contributes to their devaluing of themselves, including disregard for their own health. Conclusions: The participant co-researchers who live homeless reveal a sophisticated analysis at both the psychological and the socio-political levels. The presentation will report on the responses of the service managers; what they identify as the opportunities and barriers to addressing the identified issues. The presentation will also outline the implications for practice, policy and further enquiry.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V303**

Title: "Cut Paths through the Mountains and Build Bridges across the Rivers": Practice Research Collaboration in Taiwan (Abstract no. 2984)
Author: *Samuel Shih-chih Wang*

Abstract: The gap between practice and research of social work is familiar in Taiwan as well as in the West. Researchers at the 3rd ICPR, expressed concern about a unidirectional flow of knowledge from research to practice, like the pipeline; Rather than two-way traffic, like a bridge. This paper reflects the experience of promoting practice research in Taipei City Hospital and, more broadly, the current context of social work practice and research in Taiwan. In it, we employ the metaphor of Taiwanese "sappers" – i.e., military engineers who: "Cut paths through the mountains and build bridges across the rivers". Owing to the expansion and modernisation of medical health system, as well as the development of hospital accreditation system, medical social workers are increasingly expected to employ evidence-based practices (EBP). However, since there is a long-standing lack of collaboration and dialogue between practice and research,

practitioners are rarely involved in research and resist the adoption of EBP. Myths that practitioners “reluctant” or “incapable” sustain the gap. In addition, knowledge conventionally produced for academic purposes, is not always useful and meaningful to the practitioners. Through a systematic review of Taiwanese journal publications (1991-2016), we find less than one third of the published studies are conducted by practitioners and the reasons for this are discussed. We then reflect our experience at Taipei City Hospital, and discuss strategies we adopted (as cut paths implied), when we faced obstacles and gaps (as mountains and rivers implied) in promoting practice research. A close, binding, committed and locally-based collaboration between researcher and practitioners is established through customised tutorials and mentoring sessions. “Local” knowledge contributions, CDM methodology and infrastructural support are also discussed.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V303**

Title: Multitude Perspectives in Action Research: The Use of Co-researchers
(Abstract no. 2960)
Author: *Ellen Syrstad*

Abstract: In Norway, the Child Welfare Services are responsible to working and collaborating with children and their parents after custody loss. Child Welfare Services often struggle to manage this double-position. Therefore, the free of charge governmental Family Counselling Services are now supposed to offer these parents professional services. The aim of this research project is to focus on how the concept of professional practice within Family Counselling Services are able to meet the needs of the parents. Methods: This research is based in an action research methodology, where I bring in a collaborative group as co-researchers during the entire research process. This group’s role in the research is to contribute during the whole research process from discussing the research questions and the interview guide, participate in the interviews and the analysis, experiment with new knowledge, end reflect upon this. For data collection, I used focus group and in-depth individual interviews with parents and therapists. Results: Local experience was useful to have in mind before entering into the focus group, especially the focus group with the parents. The questions in the interview guide was adapted to local conditions, and multiple perspectives were visible in the analysis. Co-researchers were assets to the focus. Their double-role as parents and co-researchers helped me to hold track of the themes. Co-researchers were especially helpful when I became emotionally touched by some of the stories, and they facilitated group dynamics by telling their own stories. Participants used experiences from the focus groups in the practice field, and in their lives. Conclusion: There is substantial gain related to bringing in different perspectives from different user and professional perspectives to the research project. The participants in the collaborative group have given me a valuable local experience that will strengthen my findings.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V311

Title: Contextual-transformational Social Work in Superdiverse Contexts. The Perspective of Clients and Social Workers (Abstract no. 1772)
Author: *Bea Van Robaeys*

Abstract: Social practitioners who work in superdiverse contexts with people in conditions of social vulnerability, face many challenges and complexities: the vulnerability of clients is not an issue that can be easily solved. Van Ewijk argues that in the context of continuing transformation of societies and communities, social work should redirect towards "contextual-transformational social work". It should focus on "changing situations, improving contexts, strengthening relationships" (van Ewijk, 2010a: 70). An important question is how contextual-transformational social work with vulnerable people in superdiverse contexts is perceived by social workers and clients. In this article, we explore the value of such an approach in superdiverse contexts from the perspective of clients and social workers in a small generalist service organisation, "De Sloep", situated in a deprived neighbourhood in Ghent, Belgium. Methods: Our research approach combined ethnographic fieldwork with a practice-oriented approach to evaluation (Schwandt, 2005). It is responsive (Stake, 1991), as it takes the concerns and issues of stakeholding audiences of the organisation (social workers and clients) into account (Schwandt, 2001: 73). Results: Interviews with clients and social workers showed that transformational practice results in: a sense of belonging, increased practical wisdom and feelings of confidence and empowerment. In order to achieve these outcomes, the social workers combine four practice principles. The first important principle is the investment in affective relationship-building with clients. The second practice-principle is the use of a strength-based perspective. The third practice principle valued by social workers and clients is the divers-sensitivity of the organisation and the social workers. The last working-principle emphasises that informational and practical support is essential for helping clients to acquire their (social) rights. Conclusion and implications: Our results show the value of generalist professionals capable of working on different levels of the client system in superdiverse and complex contexts.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V311

Title: Negotiating Knowledge in Social Work Action Research (Abstract no. 2959)
Author: *Håvard Aaslund*

Abstract: This paper aims to reflect upon demarking lines between practice research, participatory action research and ethnography. Based on an ongoing study of a resident managed housing facility for recovering drug users, the paper explores how different methodological approaches can foster different outcomes in relation to knowledge claim and project feedback. Positioned within the "linguistic turn" of social sciences, this paper addresses methodology as a linguistic construction of a study – more or less useful to illuminate possibilities and challenges within the study – rather than as an accurate description of the methodology. Methods: The paper is based on reflections and literature review concerning a specific research project. The research design is developed in collaboration with different stakeholders (mode 2 research). Participatory action research, practice research and ethnography have all influenced the research design. Findings: Findings suggest that the methodologies offer both complementary and differing perspectives concerning the role of the researcher, especially when it comes to epistemology and feedback. All three approaches accentuate the positioned aspect of knowledge, and the ambition to produce something alternative to this. The action research approach seems more apt to focus on suppressed voices, while practice research and ethnography can be read as more harmony-oriented, or at least obliged to present the multitude of views and controversies. Correspondingly, the different perspectives offer both complementary and differentiating aspects of feedback. Conclusions and implications: The construction of a research project is both a social and linguistic construction. No methodological approach is identical to the social reality, but choices in constructing feedback and epistemology have large impact on practice, outcomes and power relations between different stakeholders. There are no guidelines to follow in addressing these controversies. Rather, methodological approaches must be chosen pragmatically, with both ethical and epistemological considerations.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V311**

Title: Collaborative Mechanism and Interactive Process behind Practice Research: A Case Study on Career and Life Planning for Non-engaged Youth in Hong Kong
(Abstract no. 3008)
Authors: *Victor Cheong-wing Wong, Ming-lun Chung, Darren Kwok-leung Chau*

Abstract: Non-engaged youth, who are not in education, employment or training, are most often denied resources, opportunities and networks for enriching their self and career development. It is therefore deemed important to provide NEY an enabling environment within which they can aspire and take actions to pursue their career and life goals. This paper attempts to argue that practice research can strengthen joint efforts for the operationalisation of “situational inquiry”, which refers to the process of making “an inquiry into a situation of local operational practice” by involving both researchers and practitioners (Goldkuhla, 2011:16). This paper aims to demonstrate the value of employing a collaborative mechanism imbued with interactive process to facilitate practice research on career and life planning for NEY. The paper is divided into four parts, the first of which is to review the related practice research literature and situational inquiry in particular, which addresses the dual relations between researchers and practitioners. Second, the emphasis is placed on discussing how qualitative data were collected from three structured meetings involving two parties, i.e., a community-based team housed in the university setting and a district-service team located in Kowloon East region, and in what way the data are further coded and analysed by using the computer-assisted programme Nivio 11. Third, the discussion will illustrate how the established mechanism and the interactive process led to the identification of practice issues and the conceptualisation of practices in a positive and evolving manner. Finally, the paper will suggest ways to further improve the mechanism and process for conducting practice research for informing both research and practice for and with young people in the field of career and life planning.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V313**

Title: The Role of Supervision as a Protective Factor against Stress and Anxiety for Child Welfare Workers in the UK (Abstract no. 3021)
Authors*: Vivi Antonopoulou, Mike Killian, David Wilkins*

Abstract: Issues with staffing are considerably higher in child welfare social work than in other people-centred professions and research suggests that supervision and peer support networks have always been considered as significant factors which underlie commitment to work and intention to stay or leave as they enable workers to feel supported by their organisation (Carpenter et al., 2013; Forrester et al., 2013). This paper presents data collected as part of an evaluation in four local authorities which have been part of the national "roll out" of a new social work model – the so-called Reclaiming Social Work (RSW) model. Method: In this mixed-methods study evaluation, 316 frontline workers from the child and family protection services completed a staff survey around a number of key organisational factors known to support practice as well as examining the wellbeing and work satisfaction of staff. Specifically, we examined workers' level of stress in relation to their reported work satisfaction and other key questions related to supervision, such as the level of emotional support and feedback provided by their manager or how effective they found their group reflective supervision sessions. Results: Results revealed that in the total sample there were 79 (29.6%) individuals who reported clinically elevated GHQ scores although the majority of respondents reported very high job satisfaction (about 80%). Significant correlations for GHQ scores across LAs and the following variables were found: effectiveness of supervision (r=.128, p<.05), adequate support by manager (r=.165, p<.05), manager feedback (r=.116, p<.01), group practice discussions (r=.142, p<.05). Qualitative analyses indicated that although respondents felt that supervision was regular, and largely effective, however, they suggested that discussions could be more reflective and emotional support could be improved. Participants also reported feeling supported to make decisions but they expressed concerns about access to training and development needed to practice well.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V313**

Title: What is the Impact of Supervision on Direct Practice with Families?
(Abstract no. 3062)
Authors: *Lisa Bostock, Louis Patrizio*

Abstract: The importance of supervision for social work practice is one of the most widely accepted tenets of the profession. However, there is presently little, if any, research that examines its impact on how social workers directly intervene in the lives of children and families. This paper explores this relationship between supervision and direct practice. It draws on a wider study of systemic social work practice across five children's services departments in the UK. Systemic social work is a group-based, multi-disciplinary model of service delivery. Central to this model is the use of "unit meetings" or systemic group supervision. These are designed to create collective, group-based understandings of families who are being provided with a service and to develop meaningful and innovative interventions with those families. The study tested this logic model; that systemic models of supervision lead to higher quality practice with families. It is based on both observations of systemic supervision and observations of direct practice in peoples' homes (n=22). Respective observations were independently

assessed for quality of practice. In this study, where group supervision was assessed as highly systemic, practitioners were independently rated more highly for social work skills. Quality of practice was elevated again where particular professions were represented in the group supervision. Conversely, where group supervision was rated as low in systemic quality, practitioners were independently rated low for practice skills in subsequent sessions with families. This indicates that there is a close association between the discussions and decisions made in supervision and the quality of conversations that practitioners have with children and families. These findings contribute to an area research that has hitherto been under researched and have significant implications for social work practice in the UK and internationally.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V313

Title: Insider Action Research: Facilitating Organisational Intercultural Learning
(Abstract no. 3146)
Author: *Bjørg Aambø Østby*

Abstract: This paper discusses how leaders can facilitate organisational intercultural learning in work with integrating and including immigrant employees. Norway has developed into a multicultural society and the public sector has had a large growth of immigrant workers, particularly in health and care services. Recent years' considerable increase in scope and complexity of the municipal health and care services necessitates increased demands for effective communication, interaction, quality and professionalism in the performance of services and brings about certain challenges to integrating immigrant/minority lingual workers. The paper enhances both the understanding of how organisational intercultural learning can be facilitated and how it promotes quality of services and integration processes through mutual learning and competence building, and the importance of working on the inside – acquiring understanding in use. Organisational learning is a field with an extensive amount of research. However, only few studies deal with the link between organisational learning and intercultural communication. Previous research refers to factors in the intercultural communication process affecting organisational learning and preventing information transfer and knowledge share. Hence, research examining how intercultural diversity and communication facilitates rather than impedes organisational learning is requested. Furthermore, little of organisational learning research is related to public sector organisations. Although major changes in public organisations over the last decades drive the need to create and share organisational knowledge, such organisations are underrepresented in the literature. Attention to the specific features that affect learning and knowledge in public organisations is requested since it may help to increase knowledge about organisational learning across all types of organisations. Data are based on individual and focus group interviews of participants on different levels in the action research project, process data and minutes.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V314

Title: Socio-cultural Factors Influencing the Experience of Chinese and Vietnamese Migrant Caregivers of People with Mental Illness (Abstract no. 2712)
Authors: *Abner Weng-cheong Poon, Maria Cassaniti, Michele Sapucci, Rosaleen Ow*

Abstract: More than a quarter of people residing in Australia were born overseas. Specifically, China and Vietnam are two of the top six countries represented in the overseas-born population residing in Australia. Recent findings show that Chinese and Vietnamese carers of people with mental illness experienced caregiving burden and psychological distress. Support groups have shown some promising results in helping carers to cope with the impact of caregiving in Australia. However, it is uncommon to find studies conducted specifically with culturally and linguistically diverse (CALD) carers from support groups. It is therefore unknown how support groups have benefitted CALD carers and the help-seeking behaviours of such carers locally. Given the large number of Vietnamese and Chinese migrants locally and the closeness of their cultural values, the aim of this study is to identify how socio-cultural factors of Chinese and Vietnamese carers of people with mental illness influence their caregiving experience within the context of receiving services from support groups. This ongoing study uses an exploratory mixed method qualitative dominant research method to explore socio-cultural factors and health and wellbeing of Chinese and Vietnamese carers who are attending support groups provided by Transcultural Mental Health Centre in Sydney. Semi-structured interviews with caregivers in Mandarin, Cantonese or Vietnamese are conducted by bilingual interviewers. Standardised questionnaires and semi-structured interviews are used to examine the health and wellbeing, perceived needs and socio-cultural factors of carers. The study will provide greater insight into how socio-cultural factors may influence the particular caregiving experience of Chinese and Vietnamese carers from support groups. It will also provide relevant cultural information which will help to develop unique ethnic-sensitive psycho-education group programmes by providing insight on how to encourage CALD carers participation in groups, how groups can support CALD carers and what activities to provide to support ethnic-sensitivity group practice locally.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V314

Title: Nothing about Us without Us: Evaluating an Outpatient Clinic for Aboriginal Paediatric Patients (Abstract no. 2714)
Authors: *Nicola Catherine Watt, Sharon Mongta*

Abstract: The Royal Children's Hospital, Melbourne is an urban tertiary paediatric hospital. The hospital runs the Wadja Health Clinic, a weekly clinic for Aboriginal children. Australia's First Peoples experience the ongoing detrimental effects of colonisation, including lower life expectancy and poorer health outcomes than the non-Aboriginal population. The Wadja Clinic is designed to deliver holistic care in a culturally appropriate manner. The clinic is funded by philanthropic monies on a time limited basis and needs to be evaluated to seek ongoing funding. Methods: The impact of the clinic upon Aboriginal children's health is difficult to demonstrate over a short period of time and health outcomes are complicated by social vulnerabilities. However, as the clinic aims to enhance patient and family experience and provide a culturally safe service, measurements of consumer satisfaction are appropriate data for service evaluation. Consultation with specialists in this field and review of other tools revealed that there are no standardised surveys to measure patient satisfaction which are specific to Aboriginal outpatient services and which are also culturally appropriate. Thus, a survey was developed by adapting two tools other hospitals use with Aboriginal adult inpatients. Importantly, this was done in collaboration with the Aboriginal staff of the clinic, and in consultation with families who attend the clinic. The survey is one component of a suite of measures to evaluate the service. Findings: Whilst data is not yet available, we will be in a position to discuss findings at the time of the conference. Conclusions: The phrase "Nothing about us without us" has been used in anti-oppressive work and is useful to keep in mind in work with Aboriginal peoples who have experienced research in oppressive and disempowering ways since colonisation. Development of culturally appropriate evaluation tools in collaboration with Indigenous peoples is a way forward.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V314

Title: Cultural Competency Does Matter: The Case of Mental Health Service in Hong Kong (Abstract no. 2933)
Authors: *Chi-kin Kwan, Raees Begum Baig, Kai-chung Lo*

Abstract: In this paper, we explore the mental health needs of ethnic minority youth in Hong Kong and highlight the importance of mental health practitioners' cultural competence. In all, 38 young people from ethnic minority backgrounds were formed into six small groups, each attended a meeting where they discussed their stressors and coping methods. The participants were then interviewed individually immediately after the group meeting to help us gain an understanding of their experience under a group setting on discussing what stressed them. Five mental health practitioners who provide mental health services to ethnic minority youth were also interviewed. Adopting an action research method, we show in this exploratory study how the stressors and coping methods of young people from ethnic minorities align with their culture and ethnicity. The findings also suggest that cultural distance between ethnic minority youth and mental health practitioners is a barrier to multicultural mental health promotion.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V315

Title: Evaluation Research in the Real World: Is it a Form of Practice-based Research? (Abstract no. 3100)
Authors: *Pei-ni Ong, Cherylene Aw*

Abstract: With the growing emphasis on accountability and proliferation of the scope and rigour of evaluation and implementation methodologies, evaluation studies conducted by practitioners ought to be incorporated as a form of practice-based research. However, is evaluation truly a form of research or should it be termed as an applied research and hence incorporated as part of the practice-based research realm? This presentation thus seeks to discuss the above question and highlight the key similarities and differences. The second part of the presentation would also demonstrate the use of research designs and data collection methods and also attempts to describe the integrations and applications of dissemination and implementation (D&I) science theoretical frameworks in practice-based evaluation studies. These theoretical applications will be discussed and illustrated via an evaluation study implemented for a migrant children service station in Xian, China. Lessons learned from this effort such as the consideration of cultural and organisational factors will be shared. Recommendations regarding the future of practice-based evaluation research and evaluation of programmes in community-based settings would also be discussed with the audience as we sought to open up conversations and bring evaluation research into practice, into the real-world contexts.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V315**

Title: Deriving a Blueprint of Community Psychosocial Care for Rural Elders with Early-stage Dementia from an Innovative Programme (Abstract no. 2738)
Authors: *Fang-pei Chen, Wen-long Tsao, Chiu-tien Hsu*

Abstract: Early intervention for dementia is beneficial, but providing adequate care for elders with early-stage dementia is challenging, especially in rural areas. The study focuses on a newly developed and well-received programme in Taiwan where intervention is delivered via a community care station in rural communities. To unpack the inner workings of the programme and to derive a blueprint for the care model, the study aims to: (a) identify the goals and objectives of the community care station, (b) investigate the roles and functions of the stakeholders, and (c) construct conceptual frameworks of practice in the model, taking into account influences at both individual and structural levels. Methods: This grounded theory study was conducted in a community care station primarily led by local volunteers. The researcher conducted field observation to develop a broad understanding of practices and interactions happening in the community care station. She also conducted in-depth interviews with people from the primary stakeholder groups involved in the care station, including the elders, their caregivers, professionals, and volunteers for their perceptions and experiences. Findings: Preliminary findings show that the station relied heavily on the collaboration among stakeholder groups, and their interactions created an uplifting atmosphere and a healing environment. They used various approaches to integrating local customs and mobilising community resources. By recruiting professionals' support, the community care station provided health promotion activities. Additionally, the station provided family caregivers with psychological support. Conclusions: Essentially, it was a model "developed in the community and delivered by the community", which materialises "ageing-in-place", and fosters the potential of sustainability, important qualities to target in the search of long-term care models. The findings specified the operational and practical mechanisms of the model, which can be refined and developed into indicators of quality implementation and measurement for academic research.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V315

Title: Ethical Issues in Conducting Community-based Participatory Research: A Narrative Review of the Literature (Abstract no. 2856)
Authors: *Crystal Kwan, Christine Walsh*

Abstract: Community-based participatory research (CBPR) is a methodology that is increasingly used in social sciences, and by social work researchers in particular. CBPR is an umbrella term that encompasses a variety of research methodologies, including: participatory research, participatory action research, feminist participatory research, action research, and collaborative inquiry. While there is no shortage of literature highlighting the benefits and potential of CBPR, relatively few discussions have examined associated ethical issues, despite their central importance in ensuring safe and supportive research processes with diverse participant populations. The purpose of this paper is to explore existing literature on ethical issues that may arise from conducting CBPR and researchers' recommendations to mitigate these challenges. Methods: A narrative literature review was conducted of 39 articles, which were selected based on specific inclusion/exclusion criteria and synthesised for this review. The criteria for inclusion were articles: (1) in English, published between January 2000 to April 2016, (2) that are peer-reviewed, and (3) with electronic full text available. Findings: Existing literature indicates that ethical issues arise from five unique attributes of CBPR: (1) engagement with a community as a unit of identity, (2) the use of the approach with vulnerable and marginalised populations, (3) collaboration and equal partnership throughout the entire research process, (4) the emergent, flexible, and iterative nature of the process, and (5) the research process' focus on social action. For each attribute, specific ethical issues are identified and discussed, along with various considerations, strategies, and actions recommended by researchers to mitigate such challenges. Conclusion: Although touted as a highly promising approach, CBPR is not immune to ethical challenges. By having frank, reflective, and critical discussions on ethical issues unique to CBPR, researchers may be more prepared to navigate such challenges and realise the laudable goals of CBPR.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V321

Title: Multi-component, Psychosocial Support for Patients with Lung Cancer and their Family Members: Protocol of a RCT Comparing Body-Mind-Spirit Intervention and Cognitive Behavioural Therapy (Abstract no. 3074)
Authors: *Bobo Hi-po Lau, Amy Chow, Daniel Wong, Jessie Chan, Cecilia Chan*

Abstract: Characterised by a high fatality rate, lung cancer is a dire diagnosis which tends to put patients and caregivers in great distress. Not only are the medical treatment physically demanding, the uncertain and unfavourable prospect of the diagnosis engender anticipatory grief, anxiety, depression, and stress in both the patients and their caregivers. Though compared to other cancers (e.g., breast, prostate), lung cancer renders greater psychosocial distress to the patients and caregivers, the development of psychosocial support targeting the disease is largely lagging. In the light of the complexity of the challenges faced by families confronting lung cancer, we compare the efficacy of two empirically-based approaches of psychosocial support, namely integrative body-mind-spirit intervention (IBMS) and cognitive behavioural therapy (CBT) in facilitating quality of life of lung cancer patients and their family caregivers. Methods: A randomised controlled trial is conducted to compare the effects of IBMS with CBT, which carried out in the form of parallel groups with eight-weekly sessions. Patients diagnosed with lung cancer and their family caregivers are recruited in dyads. Assessments will be conducted at four time points – baseline (T0), immediately post-intervention (T1), 8 and 16 weeks after intervention (T2, T3). Primary outcomes include quality of life of patients and family caregivers. Depression, anxiety, death anxiety, insomnia, dysfunctional attitudes, caregiver perceived stress and caregiving burden are the secondary outcomes. The study has been funded by the UGC General Research Fund (#17614515). Conclusions: The current study will shed light on a culturally-sensitive and multi-component approach on oncological psychosocial care. By comparing the effects of the two interventions on the physical, psychological, and social dimensions and overall QoL, findings of this trial are expected to extend our knowledge on the fit between complex interventions and the needs of distressed patients and FCGs of lung cancer.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V321**

Title: The Relationship between Parent-reported Access and Barriers to Hospital Based Psycho-social Services and Infant and Family Well-being Following Neonatal Cardiac Surgery (Abstract no. 2957)
Authors: *Brigid Jordan, Jane Sheehan, Candice Franich-Ray, Jessica Little,*
Vicki Anderson, Michael Cheung

Abstract: Children who undergo cardiac surgery as infants are at risk for disturbed attachment relationships, impaired cognitive development, delayed language development, behavioural problems, attention problems, hyperactivity, and emotional symptoms including anxiety. Beyond childhood, a third of adult survivors of Congenital Heart Disease (CHD) have anxiety and mood disorders. Our team (in a paediatric tertiary hospital) has documented (1) high rates of infant crying, feeding and sleeping problems as well as avoidance behaviour consistent with medical traumatic stress responses in infants 6 weeks after discharge following surgery; (2) strained parent infant attachment relationships for 25% of mothers and 17% of fathers; and (3) high levels of parent depression and trauma symptoms. Objectives: To examine the relationship between parent-reported need for, access to and barriers to receiving hospital and community based formal and informal support services, and infant and family behavioural and mental health outcomes 6 weeks after infant discharge following cardiac surgery. These supports include hospital social work and mental health services, Heartkids (parent support organisation), and community based providers. Methods: Parents of infants under 6 months of age who had surgery for CHD were recruited during the admission. Fifty-three mothers and 28 fathers completed questionnaires 6 weeks after discharge. The questionnaire measured outcomes and sought detailed information about services parents wanted and access and barriers to obtaining them. Findings: Data analysis is underway and will be completed for the conference. Outcomes of interest are infant behavioural and emotional regulation (Greenspan, ASQ-SE), parent mental health (EPDS, K6), parent-child relationship (PNAS), parenting style. Conclusions: Parent reports on access to services will illuminate whether current funding/clinical models of care actually meet child and families' needs and how service access issues impact on outcomes. This information can help the hospital appropriately target resources and inform advocacy for services to address unmet needs.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V321**

Title: Patient-Centred Psychosocial Supportive Care Practices: Parents with Incurable End-stage Cancer (Abstract no. 2961)
Authors: *Vera Steiner, Lynette Joubert, Aron Shlonsky*

Abstract: Adults with incurable end-stage cancer who are parenting children aged from birth to 18 years represent a patient group at high risk of psychosocial distress. Emerging themes from the research literature suggest that these parents experience unique and multiple psychosocial stressors which impact on their wellbeing, parenting, family functioning and healthcare choices. While psychosocial supportive care provision is recognised as an integral element of cancer care and palliative care, many parents fail to have their supportive care needs routinely addressed in the healthcare setting. The study aims: (a) Identify psychosocial intervention evaluation studies involving parents with incurable end-stage cancer who are parenting one or more children aged [0-18] years and synthesise the evidence describing the effectiveness of the interventions in addressing their psychosocial concerns and wellbeing; (b) Explore current hospital-based psychosocial service provision to this patient population; and (c) Compare how current hospital-based psychosocial intervention practices align with those identified in the psychosocial intervention research literature. Methods: This study comprised two phases: (1) A Rapid Evidence Assessment (REA) to review peer-reviewed evaluation studies of psychosocial intervention studies targeting adults with incurable end-stage cancer who were parenting one or more children aged [0-18] years and (2) A multi-site retrospective clinical data-mining study of patient medical records: adults with incurable end-stage cancer who were parenting one or more children aged [0-18] years of age and receiving hospital-based treatment. Key themes: parents' psychosocial stressors and current hospital-based psychosocial practices aligned with those reported in the intervention research literature. Additional themes pertinent to future psychosocial practice with this patient group were identified. Conclusion: The brief nature of hospital-based interventions with parents with incurable end-stage cancer poses an ongoing challenge for healthcare professionals focused on delivering brief patient-centred evidence-informed psychosocial intervention practices.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V1213**

Title: Research and Practice in Disability and Mental Health: Challenges and Opportunities for Children with Intellectual Disabilities in Choma District of Zambia (Abstract no. 2793)
Author: *Ireen Manase Kabembo*

Abstract: World over the disability debate has intensified, with the need to promote and protect the human rights and inherent dignity of persons with disabilities being emphasised as envisaged in international treaties, protocols and conventions such as the United Nations Convention on the Rights of Persons with Disabilities. However, it is imperative to make mention that in most developing countries persons with disabilities particularly those with intellectual disabilities that have an effect on their mental faculties have received minimal attention as compared to those with physical disabilities. This scenario also applies to children with intellectual disabilities who unfortunately have no voice in terms of advocating for their rights. With the general paucity of research and relevant practice in the area of disability, mental health and illness; one of the challenges has been the early identification and intervention for children with intellectual disabilities including those with Cerebral Palsy and Speech Impairments. Therefore, this paper aims at exploring the challenges and opportunities for children with intellectual disabilities in Choma District which is a predominantly rural area in the Southern Province of Zambia. Methods: The use of a mixed method approach will be employed in this exploratory study in order to obtain rich information that is both narrative and quantitative in nature involving both closed-ended and open-ended questions in a semi-structured interview. Results: The intended results are that children with intellectual disabilities will be given the much needed attention, care and support to help them navigate in their daily life thereby promoting their inherent rights to live a dignified life. Also, research and evidence-based relevant practice in issues relating to disability and mental health of children will be promoted in Zambia.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V1213**

Title: An Empowerment Programme at Work for Individuals with Intellectual Disabilities: A Pilot Study (Abstract no. 2915)
Authors: *Ya-ling Chen, Ling-fang Yang*

Abstract: A programme aiming at employment for individuals with intellectual disabilities (ID) was developed based on the theory and practice of developmental social work. For the individuals, this programme had threefold purpose: (1) to strengthen work motivation, (2) to equip with working skills, and (3) to stabilise employment. For the employers, the purpose was to change attitude toward better acceptance and accommodations. For the families, it was to expand their support toward the individuals' employment. This pilot study examined effectiveness of the programme. Methods: The Programme was developed and implemented in central Taiwan. Participants were 3 adults with mild to moderate ID working in competitive employment settings. Qualitative data was collected through vocational support staff's observation and interviews with participants, family members and employers. Findings: Preliminary results showed that participants were motivated to work. Important changes were observed in several aspects in the workplace by the staff and reported by the participants, including emotion regulation, following instructions, mastery of work, involvement, quality of work, peer relationship and self-confidence. Such findings were consistent with family members' observation. Family members reported changes on the participants' financial management and quality of interaction with the family. Family members' changes included being more supportive toward the employment, and, in consequence, such support strengthened the participants' motivation to work. Employers were changed in terms of acceptance and accommodations. They acknowledged participants' work performance, and became willing to adapt or adjust to meet participants' needs at work. Such changes, in return, stabilised participants' employment. Conclusions: Preliminary findings suggested participants, family members and employers were changed by and benefited from the programme. A larger-scale study is needed to examine the effectiveness of the programme. Implications were discussed.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V1213

Title: The Operating Mechanism of Multidisciplinary Service Team: Intervening Community Mental Health: A Case Study of a Project Named Urban Community Mental Health Integrated Service from Keswick Foundation Limited (Abstract no. 2949)
Author: *Si-ming Zheng*

Abstract: In the context of the promotion of the construction of healthy China, this study proceeds from empowerment theory and focuses on concrete practice and effective implementation of community mental health services. The researchers stationed in K community for field study for many years, this study selects materials and data about two and a half years of actual operation of mental health integrated service project in K community for study and analysis, and discusses the operating mechanism of the intervention of discipline service team from several aspects, including preliminary investigation of community project, project design, project execution, concrete implementation, and performance assessment. The study finds that operating mechanism of multidisciplinary team-intervening community mental health is based on the complementary operation of five parts — composition of integrated service project, system design of multidisciplinary service, professional social work, coordination of multidisciplinary service team, and advocacy of health policies; among them advocacy by community, community empowerment and coordination of multidisciplinary services are core elements that facilitate the effective operation of community health; besides, in terms of operational function and performance, building the ability of community and community residents is the “train’s body” where community mental health starts and operates sustainably, theme of advocacy of health which implements and facilitate healthy environment of community guarantees that the “train” is on the track of health promotion, empowerment-oriented professional social work strategy plays a vital role in the operation as the “locomotive”, and multidisciplinary service team, which focuses on solving problems and seeks for cooperation, is the “booster”.

24 May 2017 (Wednesday), 11:00 – 12:30 Room: V1215

Title: ‘Home Tuition’ for Family Life Knowledge: A Study on the Impacts of Home-based Family Life Education in Singapore (Abstract no. 2801)
Authors: *Dionysia Jia-ying Kang, Emily Lim*

Abstract: Since 2014, Fei Yue Community Services spearheaded a home-based family life education programme, Happy Family, in Singapore. This programme engages low-income families and aims to help them gain life skills so that families’ relationship and communication could be improved. This current study investigates how participants have gained awareness and applied skills imparted. Participants’ perception of skills and the change in outcomes over time was also studied. Close collaborations between practitioners and researchers, such as thorough sharing of programme knowledge and inputs for the interview guide, and researchers sitting in befrienders’ post-programme discussion, began at the conceptualising stage of this research. Twenty-five qualitative interviews with participants who have completed one of the first five runs of the programme and an analysis of befrienders’ written feedback of every home-visit sessions were conducted. It has been discovered that the key characteristic of the programme practice that impacted the outcomes of participants was its home-based arrangement. This feature reduced participants’ travelling time and cost, and prevented the programme from taking a “one-side-fits-all” approach. It enabled one-to-one interactions between befrienders and participants at a space that participants feel comfortable in, allowing deeper sharing of life experiences by both parties; hence, building stronger rapport, and heightening participants' receptivity towards life skills. Although the home-based arrangement provides befrienders and participants a greater opportunity to customise the home-visit sessions to suit their own needs, it is noteworthy that there were limitations in guaranteeing that all life skills imparted were exactly what participants needed. Furthermore, a participation gap between fathers and mothers was noticed in befrienders' feedback, aligning with befrienders' expectations. Nonetheless, through accounts of interviewees' experience, this programme had improved family communication and heightened participants' awareness of family life. Overall, study findings would better inform family life education practitioners, and advocate for home-based social service practices in future.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V1215**

Title: Enhancing the Problem-solving Skills of Multi-stressed Families (Abstract no. 2846)
Authors: *Huei-min Ng, Nazeema Marican*

Abstract: Multi-stressed families typically face complex issues that span across different dimensions such as housing, financial and family relationships. Existing literature has shown that these families usually lead highly unstable lives (Kaplan, 1986) and they tend to exhibit poor problem-solving skills as they look at their issues from simplistic and linear perspectives (Sharlin & Shamai, 2000). In Singapore, the Housing and Development Board (HDB) introduced the Interim Rental Housing (IRH) scheme in 2009 for families facing financial hardship and with no alternative accommodation. The IRH served as temporary accommodation for these families while they worked towards long-term housing. Yet, many of these families remained entrenched in the IRH due to the complexity of their issues and their poor problem-solving skills in resolving their issues. PAVE at Siglap is a pilot programme initiated in 2013 to address the needs of these multi-stressed families living in the IRH. Utilizing the eco-structural theory as a guiding framework, an exploratory study was conducted to examine the families' problem-solving skills from the point of referral to case closure, as well as the social work interventions that played a critical role in increasing families' problem-solving skills. This qualitative study utilised secondary data collected from the case files of these families which document the social workers' assessment of families' problem-solving skills and the social work interventions delivered to these families. The findings revealed that families who were committed to working on their long-term goals tended to be more open to social work interventions, thus showing improvements in their problem-solving skills. Conversely, families who had a history of being dependent on formal systems and with no clear goals tended to display poor problem-solving skills. The findings from this study also suggest that collaboration at the various levels was critical in increasing the problem-solving skills and stability in multi-stressed families.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V1215**

Title: Developing an Acute Psychosocial Care Model for Families of Seriously Ill Children in a Paediatric Emergency Setting: Preliminary Results (Abstract no. 2923)
Author: *Alys-Marie Manguy*

Abstract: This project aims to develop an acute psychosocial family care model for use within paediatric emergency department settings. This project is social work led, with findings being relevant to the broader multidisciplinary team. Methods: This research is a mixed-methods, multi-stage project which is still underway. A scoping literature review and clinical audit of 1300 cases have been undertaken, and will be the primary focus of this presentation. The next stages of the project (a triangulated stakeholder consultation, and quasi-experimental model evaluation) will be discussed at the conclusion of the presentation. Findings: Preliminary findings show limited information in literature about the existence and/or development of psychosocial care models or clinical interventions in paediatric emergency settings. It is well documented that social workers and other clinical staff find this work challenging to undertake; staff would like increased access to psychosocial education, care models, guidelines and evidence-informed interventions. Audit results reveal a clinically and demographically diverse population with varied psychosocial service needs. Simple analysis of demographic and illness characteristics, service usage and family presentation data from the clinical audit will be presented. The researcher's experience of the ethical and practical challenges of undertaking psychosocial research in an emergency department setting with families of acutely unwell children will also be discussed. Conclusions: The presentation will provide evidence collected to date for the development of an acute psychosocial family care model for use in paediatric emergency settings, and will outline the next steps of the project towards development, and testing, of the care model.

Pre-organised Group

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V304**

Title: Seeking Out the ABCs of Practice Research in Singapore (Abstract no. 4395)
Authors: *Martin Su-min Chok, Sin-ting Yum, Roland Theng-nam Yeow, Wei-loong Lim*

Abstract: There are four critical components of good social work practice, namely: practice, formulation of policies, advocating for social causes and research. For this conference, our team will be focusing and presenting on The ABC of Practice Research in Singapore. Beginning with an illustration of the current state of practice research in Singapore, the presentation uses the acronym ABC to depict an ideal practice research scenario. A represents Advocacy and seeks to address the reasons for doing practice research. B means Building and addresses the recommendations on how a conducive practice research culture can be formed within an organisation. In conclusion, C stands for Champion and showcases learning organisations, which in turns leads to a forward looking and innovating sector.

Experiential Workshops

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V302**

Title: Using Community-based Participatory Research as a Transformative Tool for Turning Data into Policy Change (Abstract no. 2929)
Authors: *Bruce Friedman, Mark Martinez*

Abstract: Kern County is one of the poorest counties in California and is sometimes referred to as the Appalachia of the west. Bakersfield, the county seat, has been identified as having the least literate city in the United States (Central Connecticut State University, 2015). In addition, the county has some of the highest levels of sexually transmitted diseases, asthma, diabetes, and other health conditions in California. The County schools have some of the highest suspension/expulsion rates in the State. These conditions have persisted since the 1930s when Steinbeck popularised the area with his book, Grapes of Wrath. Since then little has changed. In 2015, an interdisciplinary Center for Social Justice was established at California State University, Bakersfield. The Center is an initiative between social work and political science adopting community-based participatory research (CBPR) as a tool to engage and empower community groups on using data to implement policy change. The nine-step process is ideal for empowering the disenfranchised. This session utilises the Center as a case study to present the nine steps of CBPR. Various techniques like community mapping, power analysis, and logic models will be presented and applied as they relate to participants' own communities to address their own issues. The presentation will describe the Center's success in applying CBPR to community decision making in Kern County. Outcomes will be discussed on three projects including transforming health systems to serve undocumented, improving school climate issues, and developing a political training academy to improve community involvement and engagement in for change. The session describes how academics, practitioners, and community members can work together to assist with making community change. Participants will have an opportunity to work in small groups to apply these steps and themes to their own problems for applying CBPR to transform community change.

24 May 2017 (Wednesday), 11:00 – 12:30 **Room: V312**

Title: Reconciling Methodologies: Making Differing Practice Models Work for You and Your Collaborative Partners (Abstract no. 2496)
Authors: *Marsha Zibalese-Crawford, Jacob Crawford*

Abstract: This paper suggests strategies and skills that will enable collaborations and partner organisations – some stable and administered from the top down while their partners may be open sourced and evolving – to develop common ground for mutual success. Background: Prevention and intervention providers have individual organisation needs for strategy and growth; nevertheless, they are constantly faced with having to reconcile differing evaluation requirements from funders. This is particularly complicated when in a coalition for, each partner has individual requirements, as does the coalition. Although partners may agree on coalition outcomes, mutual agreement undergoes great stress due to differing practice models for research and evaluation in proving outcomes. Method: The session will begin with a discussion of a global case study of the Bedouin communities in the Middle East and expand and incorporate session participants' individual issues and challenges. The presenter will provide an overview of Community-Based Participatory Approaches (CBPA) which can act as an umbrella for integrating differing requirements and methodologies. Through handouts and group discussion, participants will engage each other in discussing impact, methodology and reconciliation, and will internalise these concepts. The presenters will walk participants through pitfalls and offer practical strategies for collaboration and partnership. Conclusion: The CBPA model exposes inter-organisational and community partnership opportunities, and provides tools for improving NGO management and partnership-building in diverse communities. CBPA is a quality tool for assessing and empowering communities in relation to key indicators such as health, economic and capacity. CPBA teaches NGOs to manage collaborations and leverage community leaders and stakeholders so as to maximise lobbying potential and enact change to communities. Engaging from a community participatory and empowerment perspective allows for an equal sharing of power and true leadership potential for partner-NGOs.