

## **Poster Presentations**

**Room: V490, V491 (Level 4)**

**22 May 2017 (Monday), 12:00 – 13:30**

**23 & 24 May 2017 (Tuesday & Wednesday), 12:30 – 14:00**

### **Topic: Children, Young People & Families**

**Title:** Needs of Children with Cancer Returning to Mainstream School from the Parents' Perspective (Abstract no. 2942)

**Author:** *Chai-wee Khoon*

**Abstract:** Schooling is a significant aspect in a child's life. However, schooling for children with cancer is often interrupted due to treatment. Supportive school experience can help to mitigate the impact of illness. This study aimed to explore the schooling needs of children with cancer who are planning to return to school, to augment what is already known and to identify other areas of needs and service gaps. **Method:** Purposive sampling strategy was utilised due to the small population size. Focus group method is chosen for in-depth exploration of the schooling needs and allow for new areas of needs to surface. Parents of children with cancer whose children are preparing to return to school (age between 3 to 21 years) were recruited. A focus group with 5 parents was conducted using a semi-structured interview guide. Responses were analysed using Interpretative Phenomenological Analysis (IPA). **Findings:** When their children were initially diagnosed with cancer, the health of their children, takes precedence over schooling until the medical condition stabilised. Parents in this focus group expressed these areas of concern and needs with regards to schooling: (1) Academic – ability to catch up academically with peers; (2) Social – ability of child to make friends and possibility of being outcast or bullied; (3) Psychological – self-esteem of child if child is no longer able to perform at the same physical and cognitive level as before illness. Parental need for security, certainty and control for their child's schooling, an unintentional finding, warrants further research. **Conclusion:** Side effects from treatment, special diets and medications resulting from cancer can pose challenges for children when they return to school after treatment. By addressing the needs and concerns identified in this study, school personnel, child's classmates and social workers can help to ease the transition back to school for children with cancer.

**Title:** An Action Research on the Adapted Team Decision-Making Model (ATDM) in Taichung, Taiwan (Abstract no. 2900)  
**Authors:** *Hung-peng Lin, Jui-shan Huang, Ming-shiu Hsu, Su-ju Hou*

**Abstract:** Traditional paternalist child placement practice in Taiwan has caused unnecessary out-of-home placement, untrustworthy service user-social worker relationship, placement instability, prolonged placement and children's negative development outcomes. Inspired by the ground-breaking Family Group Conference (FGC) model originated from New Zealand, the Center for the Prevention of Domestic Violence and Sexual Assault of Taichung, Taiwan took the initiative in developing localised family engagement practice in child protective services, tentatively coined Adapted Team Decision-Making Model (ATDM), to achieve the safety, well-being and permanency of abused or neglected children. Action research has been done to tackle with the model drifts and barriers in child placement paradigm shift. **Methods:** Content analysis on the ATDM meeting records (n=161) and two focus groups help to conceptualise the cultural elements in what makes up the family engagement of parents and families involved in the child welfare system in the local context and to test the effectiveness of this model. **Findings:** Cultural adaptations surrounding the patriarchy, mother-in-law and daughter-in-law relationship and familism issues need to be addressed to foster family engagement. From the perspective of assigned social workers and line supervisors, the meeting provides a platform in surfacing the family power dynamics and a chance of rebalancing, natural support resource mobilisation, and reaching a consensus on children's safety and family intervention plan. ATDM has helped to stabilise the types of child placement with an increase in kinship foster care, to raise the possibility that children return origin home and to make interventions cultural appropriate. Assigned social workers have also reported higher self-efficacy in child placement practice. **Conclusions:** ATDM proves to be an ethical, effective and culture tailored practice model in child placement decisions.

**Title:** Understanding the Benefits of a Delinquency Prevention Programme through Practice Research (Abstract no. 2898)  
**Authors:** *Elizabeth Chia, Xin-yan Zhuang*

**Abstract:** This paper describes the practice research conducted by a team of social workers and researchers to understand the benefits of an intervention programme on youths at risk of delinquency. Although the programme was well-received, it needed a systematic examination to inform improvement and sustainability efforts going forth. Hence, the practice research project was carried out over 2 years to better understand the programme strategies and its impact on the youths. **Methods:** The team first revisited the programme foundations to better identify specific outcomes to be measured. As a result, the theoretical underpinning of the programme, the Positive Youth Development (PYD) framework, was more clearly articulated and the programme logic model was also made clearer. Due to the unavailability of a comparison group, the study used a single group design with three measurement points to collect the quantitative outcomes. Focus group discussions (FGDs) were used to collect qualitative data on practitioners' and community partners' perspectives, as well as feedback from the youths. **Findings:** The quantitative data showed strong support for the impact of the programme on Social Competency, specifically relating to gains in community engagement skills and managing peer pressure after two years in the programme. The students' scores for the rest of the PYD constructs were not found to have statistically significant increases. On the other hand, qualitative data especially those collected via FGDs with the youths

showed that in addition to Social Competency, the key benefits of the programme include Cognitive Competency, Positive and Clear Identity, Bonding and Character. Conclusions: Post mortem team discussions helped to identify possible reasons for the discrepant findings. The paper closes with reflections from the team on the contributions and limitations of the project, as well as the challenges of conducting research in a practice setting and recommendations for future practice research.

Title: Exploring Parent Coaching in Early Intervention: A Pilot Study  
(Abstract no. 2815)

Authors: *Sophie Tan, Emily Lim, Shanice Tan, Han-ee Lee, Rita Voon, Mei-leng Kwan*

**Abstract:** With increasing focus on family-centred practices in early intervention for children with special needs, there is a shift from the traditional notion of parent education to capacity building. Parent coaching (PC) involves a collaborative process with practitioners which promotes the parent's ability to reflect on his or her actions and skills for use in current and future situations. This pilot study, as an exploratory study, aims to evaluate the effects of PC on parent-child interaction, parenting self-efficacy and satisfaction, child developmental outcomes, and the coaches' experience of the process. Four pairs of parent-child dyads were recruited for this study. Children were between ages three to six with varying levels of developmental disabilities. Each parent-child dyad had four coaching sessions that were spaced out over eight days, conducted at both the early intervention centre and at participants' homes. Coaching sessions were video-taped and parents' responses on questionnaires were gathered. A follow-up session for each dyad was conducted three weeks post-coaching, which included an interview with the parent and observation of parent-child interactions. All data obtained was scored only at three time-points (pre-test, post-test and follow-up). No statistical analysis was conducted due to the small sample size. However, results show that there were increased parenting competencies and perceived child outcomes post-coaching. Effects on parent-child interaction on the other hand, were inconclusive. Qualitative results reveal that though coaches felt inadequate in their skills, they found the coaching experience valuable to their professional development and believed in the continuation of PC. These findings suggest that the PC process was valued by both the service providers (i.e. coaches) and beneficiaries (i.e. parents). Implications for research and practice as well as study limitations and recommendations are discussed.

## **Topic: Education & Training**

**Title:** Supervision Programme as a Way Of Inheriting Practice Wisdom for Professional Development of Medical Social Work Specialists in Taiwan (Abstract No. 3145)

**Authors:** *Chun-yi Yang, Shih-chih Wang*

**Abstract:** The main functions of social work supervision include educational, administrative and supportive functions, which aims to maintain the service quality. Taipei City Hospital is one of the first training organisations for medical social work specialist, accredited by the Ministry of Health and Welfare. The 150 hours training programme we provide include sections, such as one-on-one mentoring, case study, and group discussion. The main content of supervision is to assist the supervisees in reflecting their job content, and to give comments, to develop the supervisees' necessary competence and technique for their future specialist job. The aim of this programme is to cultivate social work specialists' capability to train and support the new social workers as a member of the medical team. This study aims to investigate how practice wisdom is inherited during this process of professional development. By looking at the data of self-evaluation and evaluation from others, accumulated during the process of supervision, including assess the performance of the supervisor, the effectiveness of education, the trainees' learning achievements, and etc. We also look at the result of survey scales, such as supervisory working alliance inventory and the satisfaction of education programme. The result indicates that the trainee's learning attitude, professional spirit, and skills are all important aspects of a successful supervision programme. The practice wisdom of interpersonal relationship among colleagues, application of professional technique, self-reflection on ethics, and the integration of social resource are all important knowledge for trainees to achieve professional maturity. According to the result of supervisory work alliance inventory, a tender and encouraging attitude, a listener and caring personality, and problem solving assistance will help the trainees to complete the case intervention successfully and gain professional growth step-by-step. This study also helps us to evaluate our supervision programme and to discuss the improvement that can be made.

**Title:** Exploring the Use of ARTiculate! As a Medium for Student Medical Social Workers to Reflect on Relationships between Healthcare Professionals and Patients (Abstract no. 3123)

**Authors:** *Hui-mei Wong, Kelly Yu-lay Tan, Karen Soo-yee Poh*

**Abstract:** ARTiculate! is an acrylic painting programme initiated by the Medical Social Workers (MSWs) in a tertiary hospital in Singapore, as an alternative platform for self-expression. This paper aims to present early attempts of engaging student MSWs to reflect on the relationships between healthcare professionals and patients through ARTiculate! – a first of its kind in the Singapore context. **Methods:** Eleven artworks were collected from the student MSWs. Canvas, acrylic paint and brushes were provided. Students painted individually at their own time during their last week of internship. Upon completion, the students wrote a description of their artworks. Verbal feedback on ARTiculate! were collected and the authors analysed the description of the students' artworks. **Findings:** Students appreciated the space given to them to slow down and reflect on their experiences through painting, in a fast-pace acute hospital setting. Students expressed that the relationship between healthcare providers and patients is a

collaborative and holistic one, focusing on both medical and psychosocial aspects. The theme of “light in darkness” was surfaced in many of the artworks, depicting MSWs as bridges between patients, families and other healthcare professionals, and MSWs as pillars of support during the patients’ difficult times and bringing the human touch and warmth to patients. It was also evident from the artworks that students experienced and observed challenges in the relationship between healthcare professionals and patients. These challenges were mixed with positive descriptions that highlighted the perseverance and hope of the healthcare professionals. Conclusion: ARTiculate! holds much potential as a practice research method to draw out reflections from the students on their internship experiences, which may otherwise be difficult to be expressed through traditional means of journaling or verbally. It also complements the conventional way of using questionnaires to evaluate students’ learning.

Title: School-based Social Work Services: Practice-based Research with Students, Practitioner/Supervisors, Faculty Advisors (Abstract no. 3137)  
Authors: *Diane Mirabito, Virge Luce*

**Abstract:** This practice-based research study, conducted at an urban graduate School of Social Work, reports student, practitioner/supervisor, and faculty advisor perspectives of school-based field placements. The aims of the study were to collaborate and strengthen networking relationships with school-based social work practitioner/supervisors; identify practices, opportunities, and challenges in school-based settings; and develop “Best Practices” for students’ classroom and field curricula as well as enhanced training for practitioner/supervisors and faculty advisors. **Methods:** The researchers developed three surveys to gather quantitative and qualitative data from students, practitioner/supervisors, and faculty advisors about services provided in school-based field placements; experiences supervising (from practitioner/supervisors) and advising (from faculty advisors) social work interns; and recommendations for training, supervision, and advisement in school-based settings. The voluntary and anonymous surveys were sent electronically to 150 students, 95 practitioners/supervisors, and 48 faculty advisors for four consecutive years. The sample included 138 students, 92 practitioners/supervisors, and 28 faculty advisors. **Findings:** Students recommended improved supervision and orientation to the school system; adequate size and range of assignments; increased linkages among interns; improved partnerships between university, practitioner/supervisors, and interns; and additional school-based coursework. Practitioner/supervisors recommended increased integration of interns with key school staff and parents; collaboration among interns; school-based coursework; university resources and collaboration with faculty; specialised training for school-based field instruction. Faculty Advisors recommended increased clarity regarding the social work intern role, caseload, and interdisciplinary collaboration; support and training for practitioner/supervisors; and monitoring of off-site supervision. **Conclusions:** Findings from the study were utilised to strengthen classroom/field curricula for students and consultation/training for practitioner/supervisors and faculty advisors. These include effectively matching students in school-based placements; providing students with enhanced orientation; offering additional courses and focused learning opportunities in school-based practice; providing specialised training, consultation, and support for school-based practitioner/supervisors and faculty advisors; and practitioner/supervisors sharing their expertise in classrooms.

**Title:** How to Hunt Wild Psychiatric Social Workers: The Relationship between Personality Traits and Support System for Psychiatric Social Workers in Taiwan (Abstract no. 3060)  
**Author:** *Chi-wei Chang*

**Abstract:** In this study, Researchers tend to explore characters of psychiatric social workers, as well as the effectiveness of their support system in Taiwan. With those significant influential factors found from empirical fields, institutions could consider as references to employ, train and recruit medical social workers in the future.

**Methods:** 1. The Questionnaire Method: Samples are from 109 medical social workers and staffs of public psychiatric hospitals in Taiwan, overall the effective response rate is 97%; 2. Interviewing Focus Group: Focus groups created from members of various psychiatric medical teams.

**Findings:** 1. In sum, psychiatric medical team members look forward completed school and orientation trainings for those initial social workers before entering workplace. Those trainings include family assessment and conception, which can assist social workers to deal with various issues in treatment sessions. 2. Overall, job expectations, working conditions, the nature of the job, and support of the chief will affect staff's awareness of the working environment.

**Conclusions:** 1. Chief manager should have an attitude of trust and support, which can perform the profession of social work. Also, it is favourable to recruit and cultivate psychiatric social workers. 2. Only when a psychiatric social worker can fully understand their roles and functions in the mental health system, as well as recognise the duty and expectation from the institution so that clear role definition of psychiatric social workers can be shaped.

## **Topic: Elderly, Caring, & Bereavement**

**Title:** The Paradox of Hiring Surrogate Caregivers in Eldercare at Home: Gender and Cultural Dynamics of Caregiving in Singapore (Abstract no. 3152)  
**Authors:** *Anita Yin-king Ho, Leng-leng Thang*

**Abstract:** Increasing in Singapore, the employment of foreign domestic workers (FDW) as surrogate caregivers has become a common strategy for families requiring caregiving support. The literature, however, has shown mixed findings on the impact of FDWs in reducing caregiver stress. In a recent study on 500 caregivers in Singapore, it found insignificant moderating effort of the use of FDWs on caregivers' outcome; in contrast to the increasing demand for FDWs. Based on the significant cultural differences in caregiving practice and outcomes found between the Chinese and Malay caregivers, this qualitative study aims to understand the paradoxical phenomenon from the narrative of ten Chinese and Malay caregivers in Singapore who have employed a FDW to care for their aged parents (65 years and older), guided by the sociocultural stress and coping model (Knight and Sayegh, 2010). While familism and filial piety are prevalent in Chinese and Malay culture, the study shows that rather than ethnic differences, gendered culture has been more emphasised. The finding suggested that the gendered expectation for women as caregivers could have led to the female's struggles with a sense of guilt due to their need to find a substitute to help them fulfil the caregiving tasks. They also

highlighted the stress of having to manage the multiple demands from work and care at home, and the emotional stress associated with these far outweighed the positive impact of FDWs on caregiving outcomes. While the strategy of FDW as surrogate caregivers do contribute to the support of caregivers at home to a certain extent, more targeted programmes and practices are necessary to support women in various ways to reduce their stress in caregiving.

Title: Evaluation for an Innovative Bereavement Support Group for Patient Family who Receive Home-based Palliative Care (Abstract no. 2996)  
Authors: *Chia-jung Tsai, Su-fei Lin, Qiu-lan Lin*

Abstract: The grief of terminal patients' family will transform into different stages, and bereavement is like a journey. Caring and accompanying from the emotional support group, the needs such as grief counselling for the bereaved ones can be fulfilled. The study is aimed to evaluate an innovative support group, which purpose to help the bereaved ones to face and get through sadness and negative emotions by applying nature, art, and music. The surveys were conducted after group meeting to further analyse the effectiveness and outcomes of the emotional support group and palliative care. Convenient sampling method has been conducted for the study. The research objects study subjects were selected from the bereaved families who volunteered to join the emotional support group. The group members were asked to fill out surveys with structured questionnaire to analyse the effectiveness of the programme. The questions of the survey included date of birth, sex, relationship with the patient, religion, how long have they lost their loved ones, and emotional energy evaluation. The emotional energy evaluation is also known as Taiwanese Depression Questionnaire, TDQ. About 80% of the participants claimed that their sadness or negative emotions will not influence their daily lives. The depression chart and the relationship with the patient has a negative correlation (Spearman's  $\rho = -0.60$ ;  $P < 0.001$ ), which means closer relationship leads to stronger depression, and less close lead to less depression. According to the linear regression model, the outcome of the relationship between the depression chart and the closeness with the patient has a significant finding. For the spouses (the reference group), in comparison with parents/children, daughter/son-in-law/others, their scores of the depression chart is 17.38 and 19.19 points higher respectively.

Title: Dialogue and Mutual Healing between Bereaved Persons and Health Care Professionals in the Hospital-based Bereavement Support Group (Abstract no. 2989)  
Author: *Yu-chieh Wu*

Abstract: Practice researcher should engage wider audiences, including service users and inter-disciplinary professionals, into research for bereavement support. Researchers have found that some therapeutic factors, such as feeling of universality, installation of hope, imparting information, altruism, and catharsis, can be generated from the support group. This study tries to use available data and reflections of service users and social worker to analyse the process and dynamics of the hospital-based bereavement support group in the past five years. The group has been held annually, and bereaved family members of those who passed away in hospice ward in two years are all invited. Health care professionals in hospice ward are also encouraged to join the group. The group is held in July in the lunar calendar, which is also known as the ghost month in Chinese folk religion, and the deceased is believed to return their homes temporarily. In average, only 7.75% patient family would accept the invitation, and female participants are more than

male. The relationship of participants to the deceased was mostly daughters, with wives in the second place. According to our record, feedback from family members who came to the group in two years' row demonstrated effectiveness of the group. Dynamics in the group can bring new perspectives to those who had difficulty in coping. Some participant even showed altruism behaviour in the second year. Our study shows that this type of support group generates dialogue and mutual help among all participants. The bereaved family does not only receive support from the group, but also shows their appreciation to health care professionals in person. Positive feedback and result of the family members help the health care professionals feel empowered. To conclude, the bereavement support group provides multi-way support between health care professionals and the bereaved family members.

Title: Quilting for Seniors: Weaving Love, Mending Hearts (WLMH) Programme Evaluation (Abstract no. 2836)

Author: *Emily Lim*

Abstract: Research has demonstrated the positive effects of quilting (Burt & Atkinson, 2012; Dickie, 2011; Park et al., 2014; Piercy & Cheek, 2004; Rickerl, 1996). On that premise, Weaving Love, Mending Hearts (WLMH) is a programme that aims to teach seniors to sew and make quilt patches with the use of electric sewing machines. The seniors would make these patches independently and contribute to the making of the quilts that would be subsequently donated to the underprivileged. The aim for this programme evaluation is to examine if there were any changes to the participants' psychological well-being, mood, memory ability and self-efficacy after attending the programme. A total number of 291 participants completed the evaluation. These seniors are members who attend senior activity centres and retiree centre operated by a local Voluntary Welfare Organisation. The average age of the participants is 70.14 years old. Most of the participants were female (84.5%) and Chinese (80.4%). Quantitative survey that measured their psychological well-being, memory, mood and self-efficacy, was administered to the participants before and after the programme. Significant differences were found in the participants' psychological well-being, mood, memory ability and self-efficacy after attending WLMH. On the whole, the participants enjoyed the benefits of attending WLMH. Nonetheless, improvements can still be made and recommendations are discussed for future runs of the programme.

Title: Effects of Peer Support on Seniors' Visit to Senior Activity Centres (Abstract no. 2791)

Authors: *Kimberly Josephene Cheah, Wei-loong Lim*

Abstract: With an increasing life expectancy and a declining birth rate, Singapore's population is expected to age at an astonishing pace in the coming years. One of the many initiatives that the Singapore government has rolled out is to set up Senior Activity Centres (SACs) to help seniors living in rental flats stay physically and socially active, so as to reduce the social and healthcare costs of aging for the country in the long-run. This study examines whether having peer support helps to increase seniors' frequency of visit to Senior Activity Centres (SAC), thereby improving their participation rate in the SAC. 128 senior participants from two SACs operated by a major social service agency in Singapore had their monthly average attendance measured from January to March 2016. They were also tracked to see if they visited the SAC with a buddy, in groups, or by themselves most of the time. It is hypothesised that the monthly attendance of those who visit with a buddy or in groups will be 5-10% higher than those who visit the SAC



alone. Results show that seniors with buddies visited the SACs more often than those who went alone for all the three consecutive months, and the attendance differences for February and March 2016 were 7.42% and 5.44% respectively, which fell within the hypothesised 5-10%. The finding shows that importance of forming peer networks among seniors and tapping on these networks to encourage seniors to visit the SACs more often. Other implications, recommendations and the study's limitations are also discussed.

## **Topic: Innovative Practice, Methodological and Epistemological Issues**

Title: The Impact of Community Greening within a Hospital (Abstract no. 2932)

Author: *Xiu-ling Lim*

**Abstract:** Horticulture has been proven to have benefits in the social and psychological aspects of a person. A pilot project utilising horticulture as a therapeutic tool was implemented and evaluated within the hospital setting. In partnership with the National Parks Board (NParks), a community garden was officially set up at the Communicable Disease Centre of Tan Tock Seng hospital in January 2016. Through horticultural activities and workshops, the garden serves to build social bonding between various stakeholders, and empower them to learn useful skills. **Method:** A total of 3 workshops have been conducted to date, involving people living with HIV (PLHIV) and their family members, as well as staff and volunteers of the hospital. Each workshop lasts for 3 hours, and is facilitated by medical social workers and a horticulturist from NParks. Workshop topics include composting, trellis building, and making of biodegradable pesticides. 11 participant responses have been collected through questionnaire data, to provide feedback on their experience of the group and how future workshops can be improved. Information is also collected through participant observation by the medical social workers. **Findings:** All participants felt a sense of belonging to the group, and acquired useful skills which are applicable for their own gardening. In addition, participants were observed to help one another during the workshops, with some demonstrating leadership skills. This suggested an increase in their sense of community and self-efficacy. **Conclusion:** This project can be sustained with continued interest from participants and ongoing evaluation of its intended objectives. Current findings demonstrate that horticultural activities or community gardening can be used by the multi-disciplinary care team within the hospital setting. This study is also part of a growing body of research on horticultural therapy, and can contribute to future research on its potential as a therapeutic modality.

**Title:** Therapeutic Affordances of Social Media for Young Adults living with Suicidal Ideation: Scoping Review and Concept Development (Abstract no. 2868)

**Authors:** *Paul Dodemaide, Mark Merolli, Nicole Hill, Lynette Joubert*

**Abstract:** Suicide and suicidal ideation are an increasing concern globally. Understanding and responding to the lived experience of suicidal ideation continues to pose a great challenge and opportunity for the suicide prevention field. Social media and their therapeutic affordances have proven to be effective in improving patient reported outcomes in the health and mental health fields, however similar evidence-based research surrounding social media and suicidal ideation is in its infancy. Methodologically, a therapeutic affordance perspective has its foundations in ecological and behavioural psychology, seeking to understand the mechanisms that connect a patient's perceived actionable possibilities within social media to their reported outcomes. This presentation reports on a scoping review of literature identifying suicidal ideation outcomes from social media use, giving consideration to the conceptualisation of respective potential therapeutic affordances. **Methods:** A literature search of seven databases, ASSIA, PsycINFO, MEDline, Academic Search Premier, CINAHL, Web of Science, and PubMed was conducted in November 2015. Search terms (and derivatives) "suicidal ideation" AND "social media" AND "outcomes" were used. **Findings:** Fifteen peer-reviewed articles were included. Positive (n= 8) and negative (n= 3) suicidal ideation outcomes were reported. Four articles explored motives and experiences of suicide-related social media users. Attributable therapeutic affordances elicited and proposed include: narration, connection, information-seeking, collaboration, and introspection. **Conclusions:** Social media and their attributable affordances are effective in reducing suicidal ideation experiences among their users. Adverse findings involved research broadly defining suicide-related internet use. Empirical research is required to further investigate social media therapeutic affordances for people experiencing suicidal ideation and to continue to develop a conceptual model.

## **Topic: Medical Settings**

**Title:** Research on the Relationship between the Atmosphere of the Department and the Changes of the Patient's Behaviour: Take "The Life Care Plan of the Cancer Patients with the 'Medical Road'" as an Example (Abstract no. 2998)

**Authors:** *Jia Zhao, Jie Zeng, Lian Fei*

**Abstract:** The environment of Hospital Department has a huge influence on patients. This indicates that promoting the changes of hospital department environment could indirectly promote the patient's change. Take "The life care plan of the cancer patients with the 'medical road'" as an example: Based on the needs (unbearable the depression hospital ward atmosphere) of our service object (cancer patients and their families ) and the Social Work theory and method, we developed one service: Happy Theater. And then through the method of questionnaire, observation and interview, we collect visible behaviour changes, and pieces those visible behavioural fragments together, and then put them in analysis. Through those analysis it is confirmed that: comfortable, relaxed atmosphere department is positively associated with the positive behaviour of patients. In order to further explore and analyse the behaviour changes, we make further analyses on two aspects: the service object and behaviour changes. We based on the quantity

and duration to judge whether the behaviour changes or not. We stipulated that there is at least two positive behaviours of each group, and at least 3 groups' positive behaviours have changes and the time duration reached more than 3 months as well, these together make a significant behaviour change. The higher the relative quantity of each one, the more significant the change of behaviour. Through the comparison and analysis of the intervention process of Happy Theatre: no intervention, early intervention and late intervention, we found that with the increase of the depth and breadth of the intervention, the positive behaviour of the frequency, quantity, duration increased. In summary, patients' positive behaviours showed positively associated with the comfortable and relaxed atmosphere of hospital department; therefore through promoting the atmosphere of the hospital department can have a positive impact on patients and their families' adaptation of medical process.

**Title:** Assessing Levels of Collaborative Practice and Its Educational Factors among Interprofessional Teams Members in the Home-based Palliative Care in Taipei (Abstract no. 2997)

**Authors:** *Su-fei Lin, Shih-chih Wang*

**Abstract:** Interprofessional collaborative practice is an enabler for improving patient care and meeting the current demands of patient centred practice. Despite the development and implementation of team training models in palliative care, little attention has been paid to the assessment of teamwork. This study used the Collaborative Practice Assessment Tool (CPAT) to examine the strengths and weaknesses in their collaborative practice of one community hospital in a metropolitan setting and its influence among different professions and the educational interventions they received. Questionnaire Surveys were conducted with 120 team members of social workers, doctors, nurses, physical therapist, pharmacists, nutritionists, psychologist and chaplains. The result indicates that the general level of collaboration is good, especially on the aspects of (1) mission, meaningful purpose and goals, (2) general relationships, (3) general role, responsibilities and autonomy, and (4) patient involvement. It is also varied by different professional disciplines and significantly influenced by the quantity and quality of educational interventions they received. The relatively lower level of (1) communication and information exchange, (2) community linkages and coordination of care, and (3) decision-making and conflict management implies the importance to organisational facilitation and investments to improve mutual communication and coordination among professionals.

**Title:** Exploring the Scope of Practice for Oncology Social Work within a Dynamic Organisational Context: Findings from a Local Quality Improvement Project (Abstract no. 2895)

**Authors:** *Paul Dodemaide, David McCormick, Heather Carr, Karen Todd, Lynette Joubert*

**Abstract:** Ensuring the contributions of Oncology Social Work (OSW) remains obvious within supportive care teams (SCT), is a continuing imperative for the OSW profession. The evolution of SCTs in consumer-centred Cancer Services provides a timely opportunity to re-examine and re-articulate the scope of the OSW role. Our intention is to explore locally available data to demonstrate the OSW scope of practice at Barwon Health, one of the largest regional health services in Australia. Methods: Three distinct, and parallel phases of Clinical Data Mining (CDM) were completed. Phase One captured a representative and de-identified sample of unique patient records over a 12-

month period, comparisons drawn between OSW and Hospital SW roles in an acute hospital, adopting an inductive coding method. Phase Two captured a complete sample of unique patient records attributable to OSW over a 2-year period, with consideration to influence of OSW staffing capacity. Phase Three involved an exhaustive CDM exercise capturing a de-identified sample of 100 male and 100 female consecutive patients receiving OSW intervention in 2016, measures include de-identified patient demographics, Distress Thermometer, and the Social Work Audit Tool. Findings: Phases One (n=125) and Three (n= 200) found a wealth of latent details regarding consumers, supportive care screening and OSW interventions. The findings demonstrate real potential for articulating a scope of practice unique to OSW, and the need for consistent and timely screening and re-screening. Phase Two demonstrated the relationship between organisational resource provisions upon OSW direct patient contact. Conclusions: The reported data have been used to continue to ensure delivery of evidence-based OSW intervention, and guiding supportive care screening processes for consumers and carers. Results have informed a draft OSW Scope of Practice statement, to guide and complement work with our SCTs colleagues.

Title: Last words: Audio Tape Reviews as a Tool for Legacy Work with Terminally Ill Patients (Abstract no. 2888)

Authors: *Sandy Koh, Kheng-hock Lee, Eunice Chin, Efen Tan*

Abstract: Background life review, legacy work and family sessions are integral parts of social work intervention for hospice patients. The goals of intervention is to facilitate sense of integrity, generativity, conflict resolution and closure for patient and family as death approaches. However, similar to other studies, the extent and depth of life review and its outcome is varied from case to case. (Csikai & Weisenfluh, 2012) 3 patients whose life reviews led to outcome of sense of integrity, generativity and closure for patients and their family were reviewed to explore helpful interventions that may promote good practices in life reviews with terminally ill patients. Methodology: Using a life review format guided by the Guided Autobiography (GAB) framework (Birren & Cochran, 2001), life review through voice recording was conducted with 3 hospice patients at Bright Vision Hospital, inpatient hospice ward. The voice recordings were reviewed with patients by the social worker. Outcome: The review of audio tapes with patients facilitated self reflection and gave patients motivation to initiate discussions with their family members on issues that was initially difficult to tell their family face to face. These patients initiated family sessions with specific goals on either conflict resolution, giving instructions to family or sharing life's wisdom with their family members. Families were surprised and touched by the openness of the patients. Patients and family members found the family sessions helpful in preparing for the pending separation. Family members were more open to bereavement support by social worker after patients' demise. Conclusion: Reviewing audio recording with patients provides insight that may bring forth meaningful sessions for patients and their loved ones. Further studies will be helpful to examine the facilitation process of life review in this format. Limitations: This study is limited by its small sample.

Title: The Service-Mode of Medical Social Worker: “Dream Come True Plan” in Hospice Palliative Care Team (Abstract no. 2859)  
Authors: *Yu-mei Chen, Chi-hsiang Hsu, Pei-jhen Jhong*

Abstract: The Hospice Palliative Care’s goal is allowing terminal cancer patients and their family to face and accept death through company of medical team. Medical Social Worker in the team not only evaluate patients and their family’s social mental status and analyse the difficulty and problems they will face but also be as an evaluator, coordinator and counselor to accompany patients to go through the final journey of their lives. In the past three years, we have remedied 1,100 cancer patients and 222 ones have passed away. Tumor Therapy Team would request social workers to evaluate terminal cancer patients’ needs during the therapy. “Dream Come True Plan” is a plan that social workers quickly draw up and execute the patients’ final wishes after they understand patients’ mental and physical condition and family system motivation. In these three years, we have serviced 7 cases – 3 men and 4 women. One was twenty-something, two were at their sixty and four of them were more than seventy. Separately, they suffered from different cancers – Lung Cancer, Lung Adenocarcinoma, Carcinoma of Tongue, Carcinoma of Sigmoid, Carcinoma of Gallbladder, Cancer of Bile Duct and Ovarian Cancer. One passed away at the night after the occasion, two passed away two weeks after the occasion, four of them left one month later. Carrying out the “Dream Come True Plan” makes each patient could fulfil their own last wishes and leave the world with peaceful and relieved minds. To make patients suffer less and feel comfortable mentally and leave with dignity in the last stage of their life has been the goal for Hospice Palliative Care. The cooperation of Medical Social Worker and Hospice Palliative Care allows providing the team more systematic information and assistance in social psychological level and making the service fulfills patients and their family’s needs more closely.

Title: Educate to Empower: Developing an Education Structure for ESRD Patients in Singapore (Abstract no. 3142)  
Authors: *Jacqueline Ang, Job Loei*

Abstract: Dealing with End Stage Renal Disease (ESRD) is physically and emotionally draining for ESRD patients and their family members. They require new information to cope with the different challenges they face while receiving treatment at different developmental stages. A study by the National Kidney Foundation (US) suggests that education increases a patient’s knowledge towards dialysis treatment, allowing them to feel more assured and hopeful regarding ESRD (Lingerfelt & Thornton, 2011). With the notable benefits of education intervention, many such education programmes, focusing on medical aspects such as fluid and diabetes management, were established. Gilbar et. al (2005) suggested that ESRD patients struggle with mental adjustment and coping while having to face the fears derived from dialysis treatment. While education has been focused on medical related topics, studies suggested that ESRD patients with better knowledge on psychological coping are able to perform better self-care. With this, National Kidney Foundation Singapore (NKFS) piloted the Patient Education Programme (PEP) to educate patients on ESRD-related topics. These topics include looking after their mental health, coping with insomnia, leading a healthy lifestyle as well as knowing how to engage the community for resources. This study looks into understanding the perception of existing ESRD patients on the PEP so as to evaluate and improve the educational structure available for existing ESRD patients. Using Interpretative Phenomenological Analysis (IPA), 10 individual interviews will be conducted to document patients’ experience after participating in PEP. The study will identify the themes of

education for ESRD patients, their perception on the relevancy and difficulty of the education materials, duration of the education programme, impacts of the educational experience as well as their perception on education for ESRD patients in general. The information will be analysed and be translated into educational information to better enhance the education structure for ESRD patients.

## **Topic: Mental Health**

**Title:** Expressive Arts Intervention for People with Intellectual Disabilities/Mental Health Problems to Fu Hong Society (Abstract no. 2911)

**Authors:** *Rainbow Ho, Tiffany Hon, Pandora Lee, Frankie Tsui, Fook-sun Pok, Penny Sze*

**Abstract:** The objectives of the current project are to evaluate the effects of a 10-week expressive arts intervention, led by social workers and rehabilitation workers from the Fu Hong Society following a 3-day professional training with continual supervision support, on the psychosocial and emotional well-being of adults with intellectual disabilities and of adults with mental health difficulties. Twenty adults with intellectual disabilities and 15 participants with mental health difficulties participated in two separate studies. Mixed-methods were used to analyse quantitative and qualitative data collected from participants, workers and caregivers via questionnaires and art-based assessments. Quantitative results indicated (i) significant improvements in psychosocial functioning, aberrant behaviours and expressive communication of participants with intellectual disabilities; and (ii) significant improvements in psychosocial functioning and positive and negative effects of participants with mental health difficulties. Qualitative results provided further elucidation of the findings. This project demonstrated the benefits of a 10-week expressive arts programme in improving participants' psychosocial and emotional wellbeing; and the utility of a train-the-trainer model. Implications of findings for the Fu Hong Society were explored, with recommendations for further practice and research.

**Title:** Challenges and Best Practices of Social Work Practitioners in Mental Health Work: A Community-based Agency in Singapore (Abstract no. 2893)

**Authors:** *Annie Siew-geok Chia, Gary Kwong-heng Soh, Sujata Nair, See-yim Low*

**Abstract:** As a community-based agency that provides a range of programmes for families, children, youths and elderly to different parts of Singapore, mental health issues seem to be the prevalent area that social work practitioners need to deal with. Thus, this study seeks to understand the challenges and best practices of social work practitioners who may not have the specialised training in mental health as they render casework and counselling services. **Methods:** Questionnaires are administered online to practitioners who are currently doing casework and counselling. Both open and closed ended questions are used to understand practitioners' perspectives on their challenges and best practices in their current work with mental health clients. **Findings:** Most practitioners involved themselves in doing casework management with systemic perspectives, involving clients, family members and other significant systems. The study revealed that the 3 top challenges are getting the mental health clients to work on agreed goals, lacked of therapeutic skills and engaging them. While most of the practitioners have identified that basic attending skills, genuine concerns and providing counselling

care are the essentials that have worked well with helping clients and their families, they still expressed sentiment in the lacked of domain knowledge and therapeutic skills and hope that further training and development can be provided to aid them in the work. The usage of mental health specific assessment tools and adopting a therapeutic framework is also not commonly used among many practitioners. Conclusion: General casework management is more widely adopted by practitioners. They reckon the need to enhance clinical competency to deepen therapeutic work with individual and families. Further studies are needed to establish the impact of enhancing practitioners' clinical competency on the outcome of mental health work and what is good enough and sustainable for a community-based agency at large.

Title: Not Just a Girl's Problem: The Relationship between Disordered Eating Pathology, Sense of Coherence and Body Image among Adolescent Boys in Israel (Abstract no. 2650)

Authors: *Yael Latzer, Zohar Spivak-Lavi, I Chen-Tsafay, Orna Tzischinsky*

Abstract: Disordered eating pathology (DEP) is well documented mainly among adolescent girls. Recently, it has become more prevalent among adolescent boys. The aims of the study were: to describe the levels of DEP among a non-clinical sample of Jewish adolescent boys in Israel and to assess the role that body image and sense of coherence play in DEP in males. Method: The sample consisted of 256 boys, grades 7-12, mean age  $15.08 \pm 1.35$ , mean BMI  $21.05 \pm 3.43$ . They completed questionnaires measuring: Sense of Coherence (SOC), Body Shape (BSQ), and DEP. Results: Findings revealed relatively lower overall levels of DEP among this sample (9.8%) compared to similar sample of girls (22.7%) in Israel and (17%) in US. Additionally, higher level of sense of coherence was associated with lower levels of DEP (EAT-26  $r = -.203$ ,  $p < 0.001$ ; EDI-DT  $r = -.291$ ,  $p < 0.001$ ), and high levels of BSQ were associated with higher levels of DEP (EAT-26:  $r = 0.541$ ,  $p < 0.001$ ; EDI-DT:  $r = 0.736$ ,  $p < 0.001$ ). Regression analysis suggested that BSQ is an intermediate factor between SOC and DEP ( $\beta = .546$ ,  $p < 0.001$ ). That is, higher SOC is associated with higher levels of BSQ and lower levels of DEP. Conclusion: These results demonstrate a relatively high prevalence of DEP among adolescent boys and emphasise that they are less at risk than girls for the development of EDs, but at risk nevertheless. Results emphasise the role of body image and a SOC to DEP.

Title: Disordered Eating Pathology among Adolescent Girls in Israel: The Role of Sense of Coherence and Body Image (Abstract no. 2649)

Authors: *Yael Latzer, Zohar Spivak-Lavi, Orna Tzischinsky*

Abstract: Eating Disorders (EDs) and Disordered Eating Pathology (DEP) comprise a continuum ranging from mild disordered eating to moderate levels of DEP through full blown of EDs. EDs and DEP are more prevalent among adolescence female. It has been estimated that over 50% of adolescent girls exhibit some form of DEP and body image disturbances which are considered risk factors for EDs. Empirical studies have demonstrated that empowerment variables are important psychological contributors to the understanding of EDs and related conditions. The aims of the study: to describe the current levels of DEP among non-clinical sample of adolescent girls in Israel, and to assess the role of body image and sense of coherent (SOC) in the development of DEP. Method: The sample consisted of 248 adolescents girls, 7-12 grade, age  $14.8 \pm 1.48$ , who completed questionnaires measuring: SOC, Body Shape (BSQ), and DEP including Eating Attitude Test (EAT-26) and Eating Disorder Inventory (EDI). Results: Finding

revealed relatively higher over all levels of DEP among this sample (22.7%) compared to a similar population of girls in Israel 10 years ago (16.9%) and as compared to other western countries including USA (17%). In addition, results indicating that higher level of scene of coherence were associated with lower levels of DEP ( $r=-0.29$ ,  $p<0.01$  for EDI-DT and  $r=-0.19$ ,  $p<0.01$  for EAT26). Regression analysis suggested that higher levels of coherence significantly predict lower level of DEP ( $R=0.213$ ,  $p<0.001$ ) and Body Shape is partially intermediate factor ( $R=0.417$ ,  $p<0.000$ ) according to Sobel test. Conclusion: These results demonstrate a raise in the prevalence of DEP among girls in Israel in the last 10 years, and emphasis that these populations are at a higher risk for the development of ED. Additionally these results emphasis the role of body image and sense of coherent as mitigating ED symptoms.

## **Topic: Organisational & Macro Issues**

Title: Hong Kong Resident's Decision-making in Voluntary Health Insurance Scheme (Abstract no. 4001)

Author: *Kin-ming Sze*

Abstract: Most Hong Kong residents resist mandatory supplementary financing options and preferred the voluntary options. Hong Kong is proposing a voluntary government-regulated private health insurance scheme and named it as "Voluntary Health Insurance Scheme" (VHIS). Recently, Hong Kong government withhold VHIS's high risk pool establishment, coverage of pre-existing conditions and portable insurance policy. Hong Kong seems not fully considered VHIS's demand issues which is critical to VHIS's success. Therefore, it worth studying the likely factors affecting Hong Kong residents' purchase decisions on VHIS. This study aims to explore Hong Kong residents' attitudes to the VHIS, their decision-making process of health insurance purchase and why they may enroll or not in the VHIS. Methods: This study recruiting at least four focus groups with 6-8 participants each until data saturation. The recruitment criteria are: age 50-70 and middle class. Grouping will be based on their self-assessed health status. Findings: Based on my literature review, people's health insurance purchase decision affected by several factors: self-perceived health risk exposure which affected by self-assessed health status, chronic condition, age and risk aversion. Perception of affordability for health insurance and care which affected by income, expenditure, health insurance premium and benefit. Conclusions: Chronic condition, risk aversion and perceived affordability of health insurance are important factors of health insurance purchase. Hong Kong governments withhold of high risk pool, coverage of pre-existing conditions and portable insurance policy may largely reduce the attractiveness of VHIS.

Title: The Electronic Handbook of Child Welfare as Part of the Child Welfare Practice in Finland since 2007 (Abstract no. 2972)

Author: *Rajja Koskinen*

Abstract: In social work, the practitioners use various tools in their work, some of them provided in digital form. In Finnish child welfare, an electronic handbook is maintained by the National Institute for Health and Welfare under the Ministry of Social Affairs and Health. Since its establishment in 2007, the handbook has provided open access to child welfare information. This study aims to raise into discussion the role of the electronic handbook in the implementation of the core task of child welfare. This study has utilised



mixed methods. The main data of the study consists of three surveys from years 2010, 2013 and 2016 as the experiences of the users of the handbook have been studied. The questionnaires have also included open questions. Additionally, expert interviews considering the maintenance of the handbook are included in the data. This longitudinal study shows that the role of the electronic handbook has been strengthening during the years. Easy access to the content of handbook in any time and place supports the child welfare practitioners both in the national and local level. The child welfare in Finland is strictly regulated by legislation. It is crucial that the changes in legislation are taken into account in the content of the handbook. The users of the handbook value high its reliability and accessibility. In addition to child welfare practitioners, the handbook provides the same information for child welfare clients and others interested. Due to the handbook, child welfare professionals and other actors may build up their collaboration based on the same information. The results of this study indicate that the digital tools actively participate in forming and maintaining the child welfare practices. In order to understand the full potential of these tools, the nature of these non-human actors ought to be studied more both theoretically and practically.

Title: Beyond Social Control and Social Welfare: A New Preventing and Curing Model of Adolescence Drug Abuse (Abstract no. 2952)  
Author: *Shin-yi Weng*

Abstract: According to the R.O.C. Judicial Statistics, adolescence drug abuse is always the prime accusation of juvenile. There are many social systemic factors for adolescence drug abuse. According to some empirical studies, the reason of adolescence drug abuse in Taiwan can be departed in three levels – microscope (ex: physical challenged); middle scope (ex: schooling problems) and macro scope (ex: social and economic status); that is, adolescence drug abuse may be a “social problem” and it should be solved in a “social way”. According to the CRC, each state must take the responsibility to offer these social welfare services; however, drug abuse is still a criminal issue. According to Criminal Code, Juvenile Delinquency Act and Narcotics Hazard Prevention Act of the Republic of China, adolescence drug abusers should be judged and may be sentenced penalties. Also, judges may “sentence” adolescence drug abusers to “receive” social welfare services according to The Protection of Children and Youths Welfare and Rights Act. Once those adolescence drug abusers receive social welfare services by judges’ order, they are so-called “Involuntary clients”. However, “self-awareness” and self-determination” are the two core values of social work and they are quite different from the core values of criminal law which used to be obliged and forcible. According to the Juvenile Delinquency Act and The Protection of Children and Youths Welfare and Rights Act of the Republic of China, the relation between judicature and social welfare system in adolescence drug abuse may be a “synergism relation”; that is, they are expected to work with each other so that the spirit of the CRC may be carried out. How the two systems interact with each other may be a critical issue. This article is trying to discuss how social welfare system and judicial system work together with each other in Taiwan.

Title: Responsive Research for Responsive Practice: A Singapore Community-based Agency Case Study (Abstract no. 2968)  
Authors: *Evelyn Lai, Yan-ling Goh*

Abstract: Intake assessment is a key stage in the provision of agency services. This research sought to identify factors that led to a significant decline in transfer from case intake to case service since 2015. The research utilized

data across two periods: The period before the implementation of the national Code of Social Work Practice (CSWP) when the transfer rate was 73.2% in 2014 and after CSWP was implemented in 2015 when the transfer rate was 48.8%. The transfer rate further dropped to 36.8% by March 2016. Data was collected through intake worker interviews, time log monitoring and practice process video recording. The results of the research indicated both external and internal organisational factors contributed to the decline in intake to case service transfers. The research results indicated the impact of the new national CSWP for Family Service Centres introduced in Singapore in 2015 and the contributing factors. Of several practice requirements of the CSWP, is the requirement to classify cases at intake based upon the degree of complexity and risk of the case. Workers responded to the CSWP requirement by extending significantly the intake process to accumulate more information for the intake assessment. The practitioners also seemed unwilling to complete the assessment until they could reach a definitive position about the case category. The result was client disengagement and drop-out from the agency service. The research findings suggest the high immediate sensitivity of agency practices to requirements of the external practice environment. The agency responded to the recommendations to implement clear time periods that cases remain in "intake", develop new protocols to facilitate assessment classification and most importantly provide supervision and training to increase practitioners' confidence to arrive at case assessment category positions rather than perceived exact categories.

## **Topic: Vulnerable Groups**

**Title:** A Voice of their Own: Causes of Vulnerability and Need for Support Seen from the Perspective of the Vulnerable Youth (Abstract no. 2941)

**Authors:** *Iben Norup, Randi Riis Michelsen*

**Abstract:** The Scandinavian countries have a long history of social policies as well as employment and educational policies targeting vulnerable youth at risk of being socially marginalised and excluded from the labour market often referred to as the NEET group (Not in Employment, Education or Training). In general the Scandinavian countries performs better than average when it comes to preventing young people from ending up in the NEET group. But during the past years the NEET group as well as the number of young people being long term excluded from the labour market have increased across Scandinavia. Little knowledge exists of why an increasing number of young people in extensive welfare states seems to struggle to gain foothold on the labour market and in adulthood in general. **Methods:** Using a combination of a large regional survey and a number of qualitative interview with vulnerable youth the papers aims to shed light on how the vulnerable youth perceive their own situation: which explanations for their situation do they point to, what types of struggles are they facing, their motivation for changing their situation, what need for support do they have and are those needs met? **Findings and conclusions:** We argue that to understand the causes for the increase of NEET in Scandinavia it is highly necessary to include the vulnerable youth perspectives and explanations. We also argue that when addressing vulnerability seen from a youth perspective we find different and more valid explanations for the recent changes in Scandinavia than when looking more narrowly on classical socio economic risk factors such as income, education, employment and family background as it is traditionally done in Scandinavian social work. These factors are not taken into account we argue that social work will not sufficiently succeed in meeting the needs of the vulnerable youth.

**Title:** Client Profile Study (Abstract no. 2950)  
**Author:** *Eswari Annavee*

**Abstract:** Thye Hua Kwan Family Service Centre @ Tanjong Pagar (THK FSC @ TP) is a Voluntary Welfare Organisation situated in the central district of Singapore serving a community of clients experiencing urban poverty and serves a total of 11 public rental housing blocks. THK FSC @ TP served about 400 to 600 families between the periods of 2014 to 2016 through casework, group work and community work. Between October 2014 to April 2016, two rounds of client profile studies were conducted to understand the following: Who ARE our clients? Who are we working with? What are we working with them on? What can we find out from this profiling that would be of help to us? Beyond casework with individuals and families what other interventions were needed and at which level of intervention? Due to the descriptive nature, a quantitative cross sectional study was adopted. A total of 455 and 403 cases were studied respectively for the profile studies. Questionnaires were designed for caseworkers to gather data inputs anonymously from their case files. Questions were multiple choice or scaled to facilitate ease of statistical analysis. The findings revealed some demographic profile of our clientele population. Significant findings indicated a need for enhancing, developing and implementing more targeted programmes and community-based projects. It was also instrumental in developing the agency's academic and enrichment programmes targeted at preschoolers and primary school goers. Stemming from the findings, THK FSC @ TP embarked on a journey to explicate the narratives and lived experiences of these families focusing especially on values on education. Focus group discussions and individual interviews were done on parents' educational levels, their values on education, the impact of these values on their children's attitudes and behaviours towards schooling, and the resilience factors that sustain children's interest to learn and succeed.