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**An evidence-informed decision-making framework for human service providers**

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**Objectives/aims**

This session will describe the rationale and key features of an evidence-informed decision-making framework developed for use by human service practitioners. This framework is based on a multidimensional conceptualisation of evidence-informed practice as having three elements – evidence-based programs, evidence-based processes, and client and professional values – and three forms of fidelity – program fidelity, process fidelity, and values fidelity. The framework is generic in that it can be used in work with individuals, groups or communities.

**Methods**

This framework draws on convergent evidence drawn from a variety of sources concerning the common factors and practice elements known to be associated with effective service delivery. It integrates evidence regarding the importance of the way in which practitioners engage with clients with evidence regarding effective strategies for building client capabilities and changing their behaviours. The framework serves to maximise client ‘take up’ of the services, that is, the extent to which clients are able to make use of the support provided, and the extent to which that leads to actual changes in behaviour.

**Main findings**

This framework is being expanded to a handbook to guide practitioners working with different client groups, including family support, child welfare, and early childhood interventions service providers.

This handbook provides more detailed guidance regarding the core features of the framework, including authentic engagement, motivational interviewing, evidence modules, and continuous client feedback.