Literature underpinning the development of our Suite of Tools

Practice Framework Literature cited in *The Practice Framework Project Report by Admir Meko (April 2013)*

Please note that the links below are provided in their original format from 2013.

Archer, L. Maylor, U. Osgood, J., & Read, B. 2005. *Final Report: An exploration of the altitudinal, social and cultural factors impacting year 10 students performance*, Institute for Policy Studies in
Sourcebook'. London: Sage.

Armstrong D, Gosling A, Weinman J, Marteau T. (1997). 'The Place of Inter-Rater Reliability in Qualitative Research: *An Empirical Study'*. Sociology 1997; 31:597–606.

Australian Association of Social Workers, (2000). 'Practice Standards for Social Workers: *Supervision*'. Retrieved October 26, 2012, from
http://www.aasw.asn.au/document/item/18%20%20consultado

Australian Institute of Family Studies, (2011), 'Collaboration Briefing 21'. Australian Family Relationships Clearinghouse, Australian Government. Retrieved October 9, 2012, from
http://www.aifs.gov.au/afrc/pubs/briefing/b021/bp21a.pdf

Australian Institute of Health and Welfare, (2010). 'Australia's Health 2010'. Cat. No. Aus 122. Canberra: AIHW. Retrieved October 18, 2012, from
http://www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=6442452962

Australian Institute of Health and Welfare, (2011). 'Child Protection Australia 2009-10'. CHILD WELFARE SERIES Number 51, Cat. No. CWS 39. Canberra: AIHW. Retrieved October 18, 2012 from http://www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=6442475443

Australian Learning and Teaching Council, (2010). 'A Guide to Supervision in Social Work Field Education'. Revised Edition. Retrieved November 6, 2012, from
http://www.socialworksupervision.csu.edu.au/resources/docs/CSU-guide-social-work-field-education.pdf

Australian Research Alliance for Children and Youth (2009). 'What is Collaboration? *Advancing Collaboration Practice*' (Fact Sheet 1). Retrieved November 13, 2012, from
http://www.workforce.org.au/media/59204/resourcing_collaboration_what_is_collaboration_factsheet1.pdf

Australian Research Alliance for Children and Youth, (2010a).
'Key Elements of Collaboration' (Fact Sheet 5). Retrieved from
www.aracy.org.au/cmsdocuments/Key%20elements%20of%20collaboration.pdf

Australian Research Alliance for Children and Youth. (2010b). 'The Cannabis Cohort
Research Consortium: *A Case Study of Collaboration in a Research Context* (Collaboration
Case Study No. 1)'. Link not available.

Australian Research Alliance for Children and Youth. (2010c). Power and collaboration (Fact
Sheet 13). Retrieved from
www.aracy.org.au/cmsimages/file/ACP%20FS13%20Power%20and%20Collab%2009_061.pdf

Bernard, J. M. & Goodyear, R.K. (1998). 'FUNDAMENTALS OF CLINICAL SUPERVISION'.
Boston, Massachusetts: Allyn and Bacon Publishing.

Brown, A. & Bourne, I. (1995). 'The Social Work Supervisor*: Supervision in Community, Day
Care and Residential Settings'*, Buckingham: Open University Press.

Carr, S. (2004). '*Has Service User Participation Made a Difference to Social Care Services?',*
London, Social Care Institute for Excellence. Retrieved October 19, 2012, from
http://www.scie.org.uk/publications/positionpapers/pp03.pdf

Carson, R., Laird, E., Gaines, E., Ferber, Th. (2010). 'Linking Data across Agencies: *States that
Are Making it Work*', The Forum for Youth Investment, Data Quality Campaign. Retrieved
November 18, 2012, from
http://www.dataqualitycampaign.org/files/DQCbrief_Mar19_2_.pdf

Connolly, M. (2007). 'Practice Frameworks: *Conceptual Maps to Guide Interventions in Child
Welfare*'. British Journal of Social Work, 37 (5) 825-837.

Darlington, Y. & Feeney, J. A. (2008). 'Collaboration between Mental Health and Child
Protection Services: *Professionals' Perception of Best Practice*'. *Child and Youth Services
Review, 30*(2), 187-198.

Dick, B. (2002). 'What is Action Research?'. Action Research Action Learning Association Inc.
Retrieved September 14, 2012, from http://www.alara.net.au/aral/actionresearch

Friedman, S. R., Reynolds, J, Quan, M. A., Call, S., Crusto, C. A. & Kaufman, J. S. (2007).'
Measuring Changes in Interagency Collaboration: *An Examination of the Bridgeport Safe
Start Initiative*'. *Evaluation and Program Planning, 30*(3), 294-306.

Gambrill, E. D., (1999). 'Evidence-Based Practice: *An Alternative to Authority-Based Practice*', *The Journal of Contemporary Social Services, Families in Society*, v. 80, no. 4, page(s) 341-350.

Gambrill, E. D., (2006). '*Social work practice: A critical thinker's guide (2nd Ed.)*, Oxford University Press USA, 2006.

Giles, D. & Pizzi, R., (2009), 'Pillars of Practice: *Family Services Practice Guide'*. Anglicare Victoria. Retrieved November 3, 2012, from http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&ved=0CC8QFjAA&url=http%3A%2F%2Fwww.anglicarevic.org.au%2Findex.php%3Faction%3Dfilemanager%26doc_form_name%3Ddownload%26folder_id%3D915%26doc_id%3D5925&ei=1O-2UOSlHpGyiQeuzIG4Cw&usg=AFQjCNFh5x6tEA6gRqy0MN6HYAcXzc2R4w

Gray, J. A. (2001). 'Evidence-based Healthcare: *How to make Health Policy and Management Decisions*'. 2nd ed. Edinburgh: Churchill Livingstone.

Green, B. L., Rockhill, A. & Burrus, S. (2008). 'The Role of Interagency Collaboration for Substance-Abusing Families Involved with Child Welfare'. *Child Welfare, 87*(1), 29-61.

Hawkins, P. & Shohet, R. (1989; 2007). 'Supervision in the Helping Profession: *An individual, group and organizational approach'*, Milton Keynes (ed.), Open University Press/Maidenhead

Hodson, R. (2003). 'Leading the Drive for Evidence Based Practice in Services for Children and Families: *Summary Report of a Study Conducted for Research in Practice'*. UK: Research in Practice.

Huxham, C. (ed) (1996). 'Creating Collaborative Advantage'. SAGE, London.

Johnson, M. &Austin, J. M. (2005). 'Evidence-based Practice in the Social Services: *Implications for Organizational Change*', School of Social Welfare, University of California, Berkeley.

Kadushin, A. (1992). 'Supervision in Social Work (3rd. edn.)', New York: Columbia University Press. Revised fourth edition published 2002.

Keast, R., Brown, K., & Mandell, M. (2007). 'Getting the Right Mix: *Unpacking Integration Meanings and Strategies*'. International Public Management Journal, 10(1), 363-371.

KPMG, (2009), 'Re-Engaging Our Kids*; A Framework for Education Provision to Children And Young People at Risk of Disengaging or Disengaged From School'*. Prepared for the Department of Education and Early Childhood Development, Government of Victoria. Retrieved September 6, 2012, from
http://www.eduweb.vic.gov.au/edulibrary/public/stuman/wellbeing/Re-engaging_Our_Kids_KPMG_Apr2010.pdf

KPMG, (2011). 'Evaluation Summary Report: *Child FIRST and Integrated Family Services*', Department of Human Services, Government of Victoria. Retrieved October 26, 2012, from
http://www.dhs.vic.gov.au/__data/assets/pdf_file/0007/646828/childFIRSTandIntfamservices-evalsummreport_09082011.pdf

Mattessich, P., & Monsey, M. (1997). 'Community Building: *What Makes it Work* - A Review of Fctors Influencing Successful Community Building*'*. Wilder Foundation.

McDonald, M. and Rosier, K. (2011) 'Interagency Collaboration: *What Is It, What Does It Look Like And When Is It Needed And What Supports It'*, Australian Family Relationships Clearinghouse, Briefing Paper 21. Retrieved October 9, 2012, from
http://www.aifs.gov.au/afrc/pubs/briefing/b021/bp21a.pdf

Metcalfe, J., Riedlinger, M., McKenzie, M., & Cook, L. (2007). 'Cross-Sector Collaboration for Child and Youth Services'. West Perth, WA: Australian Research Alliance for Children and Youth.

Miles, M. B. & Huberman, A. M. (1994). 'Qualitative Data Analysis*; An Expanded*

Moore, M.H. (2000). 'Managing for Value: *Organisational Strategy in For-profit, Non-profit Governmental Organisations'*. Non-profit and Voluntary Sector Quarterly 29(1): 183-208.

MORI Social Research Institute (2003). 'Learning for Everyone*: Depth Analysis of Textual Responses to NHSU's Development Plan',* NHSU.

Nabben, R. and Hill, R. (2004), 'Engaging with Young People, Local Government Action'. Retrieved December 2, 2012, from
http://www.dhs.vic.gov.au/__data/assets/pdf_file/0004/642892/Engaging_with_Young_People_-_Local_Government_in_Action.pdf

Nordstrom, K. (2009). **'**Designing Better Pilot Programs: *10 Questions Policymakers Should Ask*' in Rosanbalm et al, eds 'Evidence-based Policy: *Strategies for Improving outcomes and Accountability*', Center for Child and Family Policy, Duke University. (16-22). Retrieved September 12, 2012, from
http://www.childandfamilypolicy.duke.edu/pdfs/familyimpact/2009/BriefingReport_09.pdf

North Central Victorian Family Services Alliance and Child FIRST Operations Manual, (2008). Retrieved September 20, 2012, from http://www.stlukes.org.au/childfirstoperationswebmap/index.html

NSW Department of Community Services, (2005), 'Active Engagement: Strategies to Increase Service Participation by Vulnerable Families', Discussion Paper. Retrieved October 17, 2012 from www.community.nsw.gov.au/docswr/_assets/main/documents/research_active_engagement.pdf

Office for Children, Victorian Department of Human Services (2007). 'A Strategic Framework for Family Services'. Retrieved October 21, 2012, from http://www.dhs.vic.gov.au/__data/assets/pdf_file/0004/588082/strategic-framework-for-family-services-2007.pdf

Pope, C. Ziebland, S. & Mays, N. (2000), 'Qualitative Research in Health Care: *Analysing Qualitative Data*', British Medical Journal, Volume 320, 114–6

Ritchie, J. Spencer, L. (1993), 'Qualitative Data Analysis for Applied Policy Research'. In Bryman, A and Burgess, R. (eds) '*Analysing Qualitative Data*', London Routledge, 173-94

Rosenheck, R. A. (2001). 'Organizational Process*: A Missing Link Between Research And Practice*. Psychiatric Services*, 52*(12), 1607-1612.

Rush, P, (2012), 'What is Evidence Based Policy and Practice'. Australian Institute of Family Studies. Retrieved September 24, 2012 from http://aifs.govspace.gov.au/2012/07/16/what-is-evidence-based-policy-and-practice/

Sackett, D.L., Rosenberg, W.M., Gray, J.A., Haynes, R.B. and Richardson, W.S. (1997). 'Evidence based medicine: *What it is and what it isn't*', British Medical Journal, 312, 7023, pp. 71-72.

School of Nursing and Midwifery, (2002). 'Care Plus Final Report 2002', University of Sheffield

Sheldon, B. & Chilvers, R. (2000). 'Evidence-Based Social Care*: A Study of Prospects and Problems'*. Lyme Regis: Russell House Publishing.

Shonkoff, J.P. & Phillips, D.A. (2000). 'From Neurons to Neighbourhoods: *The Science of Early Child Development'*. Washington: National Academy Press.

Skills for Care & Children's Workforce Development Council, (2007). 'Providing Effective Supervision: *A Workforce Development Tool, Including a Unit for Competence and Supporting Guidance*'. Retrieved October 17, 2012 from http://www.skillsforcare.org.uk/developing_skills/leadership_and_management/providing_effective_supervision.aspx

Smith, M. K. (1996, 2005) 'The Functions of Supervision': *The Encyclopaedia of Informal Education*'. Retrieved October 9, 2012, from www.infed.org/biblio/functions_of_supervision.htm

Srivastava, A. & Thomson, S. B. (2009).Framework Analysis: A Qualitative Methodology for Applied Policy Research. *JOAAG*, Vol. 4. No. 2. Retrieved September 12, 2012, from http://joaag.com/uploads/06_Research_Note_Srivastava_and_Thomson_4_2_.pdf

Taylor, N. (2007). 'Juveniles in Detention in Australia, 1981-2006'. Australian Institute of Criminology. Technical and Background Paper No. 26. Retrieved September 26, 2012, from http://www.aic.gov.au/documents/C/1/E/%7BC1E86C17-E74D-4376-9479-0E3E136762A3%7Dtbp026.pdf

Thomas, M. C. (2002) 'What is Assertive Outreach?' Retrieved October 3, 2012, from http://assertive-engagement.com/Assertiveengagement.html

Townsend, A. & Shelley, K. (2008). 'Validating an Instrument for Assessing Workforce Collaboration'. *Community College Journal of Research and Practice, 32*, 101-112.

Turner, M. and Beresford, P. (2005). 'Contributing on Equal Terms*: Service User Involvement and the Benefits System*, London, Social Care Institute for Excellence, Adult Services Report No. 8. Retrieved September 22, 2012, from http://www.scie.org.uk/publications/reports/report08.pdf

Turner, M. and Beresford, P. (2005). 'User Controlled Research*: Its Meanings and Potential'.* Shaping Our Lives and the Centre for Citizen Participation, Brunel University. Retrieved October 22, 2012 from http://www.shapingourlives.org.uk/Downloads/Usercontrolledresearch%20report.pdf

Victorian Department of Human Services, (2007), 'Implementation plan – *Strategic Framework for Family Services*'. Retrieved December 19, 2012, from http://www.dhs.vic.gov.au/__data/assets/pdf_file/0005/588083/ecec-family-services-implementation-plan.pdf

Watson, J., White, A., Taplin, S., & Huntsman, L. (2005). 'Active Engagement of Families in Early Intervention Programs'. Sydney, NSW: NSW Department of Community Services (DoCS), Centre for Parenting & Research. Retrieved November 12, 2012, from http://www.community.nsw.gov.au/docswr/_assets/main/documents/research_active_engagement.pdf

Winkworth, G. & Healy, C. (2009). 'The Victorian Community Linkages Project: *Increasing Collaboration between State and Commonwealth Service Systems to Improve the Safety and Wellbeing of Vulnerable Children in Frankston-Mornington Peninsula and Wodonga*'. Canberra: ICPS, ACU.

Winkworth, G. & White, M. (2011). 'Australia's Children 'Safe and Well? *Collaborating with Purpose Across Commonwealth Family Relationship and State Child Protection Systems*'. Australian Journal Public Administration (70(1), 1-14.

Winkworth, G. & White, M. (2010). 'May Do, Should Do, Can Do: *Collaboration between Commonwealth and State Service Systems for Vulnerable Children'*. Communities, Children and Families Australia*, 5 (1), 5-20.
Youth Action and Policy Association New South Wales (YAPA). 'Professional Supervision: A Survival Guide for Youth Workers. Retrieved November 3, 2012, from http://www.yapa.org.au/youthwork/facts/supervision.pdf

Casework Reflective Tool Literature cited in *Case Management Practice and the ACT Child Youth and Family Services Program by Kate Butler (September 2013) (ISBN: 978-0-9922743-4-4)*

ACT Government. (2012). *Child, Youth and Family Service Program Service Delivery Framework: 2011-2014*.

Alexander, J.A., Pollack, H., Nahra, T., Wells, R. & Harris-Lemak, C. (2007). Case Management and Client Access to Health and Social Services in Outpatient Substance Abuse Treatment. *Journal of Behavioral Health Services & Research*, 34:3,221-236.

Allen, J., Hawkins, L., McDonald, C., Quinn, M. & Williams, J. (2007). *YP4 Case Management: Report on the Evaluation of Workforce Implications*. Melbourne, School of Global Studies, Social Science and Planning, RMIT University. Cited in Gronda, H. (2009). What Makes Case Management Work for People Experiencing Homelessness? Evidence for Practice: Australian Housing and Urban Research Institute.

Allen, S. (2007). Parents' perspectives: An Evaluation of Case Management Interventions in Home Visiting Programs for Young Children. *Children and Schools*, 29:2,76-85.

Angell, B. & Mahoney, C. (2007). Reconceptualizing the Case Management Relationship in Intensive Treatment: A Study of Staff Perceptions and Experiences. *Administration and*

Policy in Mental Health and Mental Health Services Research,
34:2, 172-188. Cited in Gronda, H. (2009). What Makes Case
Management Work for People Experiencing Homelessness?
Evidence for Practice: Australian Housing and Urban Research Institute.

Arnold, E.M., Walsh, A.K., Oldham, M.S. & Rapp, C.A. (2007). Strengths-based Case
Management: Implementation with High-risk Youth. *Families in Society: The Journal of
Contemporary Social Services*, 88:1,86-94.

Austin, C. D. & McClelland, R. W. (2000). Case Management in Contemporary Human
Services. *Australian Journal of Case Management,* 2:1, 4-8.

Barrett, A. (2012). *Building Relationships for Better Outcomes: Peninsula Youth Connections
Evaluation, Stage 2 Report*. Brotherhood St Lawrence.

Baulderstone, J. & Button,. E. (2011). *Mapping and Reviewing Homelessness Programs*.
Flinders University of South Australia.

Bedell, J. R., Cohen, N. L. & Sullivan, A. (2000) Case Management: The Current Best Practices
and the Next Generation of Innovation. *Community Mental Health Journal,* 36:2, 179-194.

Beresford, P., Croft, S. & Adshead, L. (2007) 'We Don't See Her as a Social Worker': A Service
User Case Study of the Importance of the Social Worker's Relationship and Humanity. *British
Journal of Social Work,* Advanced Access May 24, 2007.

Bessell, S. (2011). Participation In Decision-Making in Out-Of-Home-Care In Australia: What
Do Young People Say? *Children and Youth Services Review*, 33, 496-501.

Bland, R., Renouf, N. & Tullgren, A. (2009). Case Management and Community Mental
Health. In E. Moore (Ed.), *Case Management for Community Practice*. South Melbourne:
Oxford University Press.

Bradshaw, C.P., Brown, J.S. Hamilton, S.F. (2008). Bridging Positive Youth Development and
Mental Health Services for Youth with Serious Behaviour Problems. Child Youth Care Forum.
37, 209-226.

Brun, C. & Rapp, R.C. (2001). Strengths-Based Case Management: Individuals' Perspectives
on Strengths and the Case Manager Relationship. *Social Work*, 46:3, 278-288.

Camilleri, P. (2000). Researching Case Management: Making It a Fact? *Australian Journal of
Case Management*, 2:2, 18-23.

Case Management Society of Australia (2008). *National Standards of Practice for Case
Management*. Melbourne: CMSA.

Cashmore, J. (2002). Promoting the Participation of Children and Young People in Care. *Child
Abuse and Neglect*, 26, 837-847.

Coldwell, C. M. & Bender, W. S. (2007) The effectiveness of assertive community treatment for homeless populations with severe mental illness: A meta-analysis. *American Journal of Psychiatry,* 164:3, 393-399.

Cooper, B. J. & Yarmo Roberts, D. D. (2006). National Case Management Standards in Australia – Purpose, Process and Potential Impact. *Australian Health Review*, 30:1, 12-16.

Couch, J. (2007). Mind the Gap: Considering the Participation of Refugee Young People. Youth Studies Australia, 26(4), 37-44.

Crimmens, D. and Factor, F. and Jeffs, T. and Pitts, J. and Pugh, C. and Spence, J. and Turner, P. (2004) 'Reaching socially excluded young people: a national study of street-based youth work.', Discussion Paper. National Youth Agency, Leicester.

Daro, D., Howard, E., Tobin, J. & Harden, A. (2005). *Welcome Home and Early Start: An Assessment of Program Quality and Outcomes*. Chapin Hall Centre for Children, University of Chicago.

Dickson-Gomez, J., Convey, M., Hilario, H., Corbett, A. M. & Weeks, M. (2007). Unofficial policy: access to housing, housing information and social services among homeless drug users in Hartford, Connecticut. *Substance Abuse Treatment, Prevention, and Policy,* 2:8, March.

Dieterich, M., Irving, C.B., Park, B. & Marshall, M. (2011). Intensive Case Management for Severe Mental Illness (Review). *The Cochrane Library*, 2.

Dorsett, P. & Fronek, P. (2009). Case Manager Standards and Skills Development. . In E. Moore (Ed.), *Case Management for Community Practice*. South Melbourne: Oxford University Press.

Emslie, M. (2009). 'Practice What You Teach'. *Journal of Youth Studies*, 12(3), 323-336.
Essock, S.M., Mueser, K.T., Drake, R.E., Covell, N.H. et al. (2006). Comparison of ACT and Standard Case Management for Delivering Integrated Treatment for Co-occurring Disorders. *Psychiatric Services*, 57:2,185-196.

Families ACT, (2012). *Practice Framework for Working with Vulnerable Children, Young People and Their Families*. Families ACT.

Gromby, D.S., Culross, P.L. & Behrman, R.E. (1999). Home Visiting: Recent Program Evaluations – Analysis and Recommendations. *Future of Children*, 9:1, 4-26.
Grace, M. & Gill, P. (2008). *Improving Outcomes for Homeless Jobseekers: YP4 Participant Outcomes by Amount of Case Management Service Received*. Melbourne: Victoria University.

Grace, M., Coventry, L. & Batterham, D. (2012). The Role of Interagency Collaboration in "Joined-up" Case Management. *Journal of Interprofessional Care*, 26, 141-149.

Gronda, H. (2009). *What Makes Case Management Work for People Experiencing Homelessness? Evidence for Practice*: Australian Housing and Urban Research Institute.

Grech, E. (2002). Case Management: A Critical Analysis of the Literature. *International Journal of Psychosocial Rehabilitation*, 6, 89-98.

Gursansky, D., Kennedy, R. & Camilleri, P. (2012). *The Practice of Case Management: Effective Strategies for Positive Outcomes. Sydney*: Allen & Unwin.

Hall, J.A., Carswell, C., Walsh, E., Huber, D.L. & Jampoler, J.S. (2002). Iowa Case Management: Innovative Social Casework. *Social Work*, 47:2,132-141.

Hoagwood, K.E., Cavaleri, M.A., Olin, S.S., Burns, B.J., Slaton, E., Gruttadaro, D. & Hughes, R. (2010). Family Support in Children's Mental Health: A Review and Synthesis. *Clin Child Fam Psychol* Rev, 13, 1-45.

Huber, D.L. (2002). The Diversity of Case Management Models. *Lippincott's Case Management*, 7:6, 212-220.

Hwang, S.W., Tolmiczenko, G., Kouyoumdjian, F.G. & Garner, R.E. (2005). Interventions to Improve the Health of the Homeless: A Systematic Review. *American Journal of Preventive Medicine*, 29:4, 311-319.

Jansson, L., Svikis, D., Breon, D. & Cieslak, R. (2005). Intensity of Case Management Services Does More Better for Drug-dependent Women and Their Children. *Social Work in Mental Health*, 3:4,63-78. Cited in Gursansky, D., Kennedy, R. & Camilleri, P. (2012). The Practice of Case Management: Effective Strategies for Positive Outcomes. Sydney: Allen & Unwin.

Kanter, J. (1989). Clinical Case Management: Definition, Principles, Components. *Hospital and Community Psychiatry*, 40:4,361-368.

Kennedy, R., Gursansky, D. & Harvey, J. (2003). Work-based Training for Case Management: Assisting Agencies to Make Better Decisions. *Australian Journal of Case Management*, 6:1,13-19.

Kennedy, R. & Kennedy, B. (2010). Reflections on Case Management in Youth Support Using a Program Example. *Youth Studies Australia*, 29:3,9-17.

King, R. (2009). Caseload Management, Work-related Stress and Case Manager Self-efficacy Among Victorian Mental Health Case Managers. *Australian and New Zealand Journal of Psychiatry*, 43, 453-459.

King, R., Le Bas, J. & Spooner, D. (2000). The Impact of caseload on Mental Health Case Manager Personal Efficacy. *Psychiatric Services*, 52, 364-368.

Kirsh, B. & Tate, E. (2006) Developing a Comprehensive Understanding of the Working Alliance in

Community Mental Health. *Qualitative Health Research,* 16:8, 1054-1074. Cited in Gronda, H. (2009). What Makes Case Management Work for People Experiencing Homelessness? Evidence for Practice: Australian Housing and Urban Research Institute.

Kopelman, T., Huber, D, Kopelman, R., Sarrazin, M.V. & Hall, H.A. (2006). Client Satisfaction with Rural Substance Abuse Case Management. *Care Management Journal*, 7:4,79-90. Cited in

Gursansky, D., Kennedy, R. & Camilleri, P. (2012). The Practice of Case Management: Effective Strategies for Positive Outcomes*.* Sydney: Allen & Unwin.

Lawless, A., Diedrzycki, K. & Hurley, C. (2008). Families Empowered – A Strengths Based Approach. South Australian Community Health Research Unit, South Australian Department of Health.

Lehman, A.F., Dixon, L.B., Kernan, E., DeForge, B.R. & Postrado, L.T. (1997). A Randomized Trial of Assertive Community Treatment for Homeless Persons with Severe Mental Illness. *Arch Gen Psychiatry*, 54:1038-1043.

MacKeith, J. (2011). The Development of the Outcomes Star: Participatory Approach to Assessment and Outcomes Measurement. *Housing Care and Support*, 14:3.

McArthur, M., Thomson, L. & Butler, K. (2010). *Families' Experiences of Services*. Occasional Paper No. 30. Department of Families, Housing, Community Services and Indigenous Affairs.

McArthur, M. & Thomson, L. (2011). Families' views on a Coordinated Family Support Service. *Family Matters*, 89, 71-81.

McCurdy, K. & Jones, E.D. (2000). *Supporting Families: Lessons From the Field*. Thousand Oaks, CA: Sage.

McDonald, C. & Zetlin, D. (2004). The promotion and disruption of community service delivery systems. *Australian Journal of Social Issues,* 39:3**,**267-282.

Moore, E. (2009). Systems Diversity: Definitions and Archetypes. In E. Moore (Ed.), *Case Management for Community Practice*. South Melbourne: Oxford University Press.

Moore, T., Saunders, V. & McArthur, M. (2008). *Lost in Transition: Exploring Young People's Experiences of Transition from Youth Detention in the ACT.* Institute Child Protection Studies, ACU.

Morse, G. (1999) A Review of Case Management for People Who Are Homeless: Implications for Practice, Policy, and Research. In L. B. Fosburg & D. L. Dennis (Eds.) Practical Lessons: The 1998 National Symposium on Homelessness Research. U.S. Department of Housing and Urban Development and the U.S. Department of Health and Human Services.

Moxley, D. (1997). Case Management by Design: Reflections on Principles and Practices. Chicago: Nelson-Hall.

Rapp, C.A. & Goscha, R. (2004). The Principles of Effective Case Management of Mental Health Services. Psychiatric Rehabilitation Journal, 27:4, 319-33.

Rapp, C.A. & Goscha, R.J. (2006). The Strengths Model: Case Management with People with Psychiatric Disabilities. New York: Oxford University Press.

Saleebey, D. (1996). The Strengths Perspective in Social Work Practice: Extensions and Cautions. Social Work, 41:3, 296-305. Cited in Bland, R., Renouf, N. & Tullgren, A. Case Management and Community Mental Health. In E. Moore (Ed.), Case Management for Community Practice. South Melbourne: Oxford University Press.

Salyers, M.P. & Tsemberis, S. (2007). ACT and Recovery: Integrating Evidence-Based Practice and Recovery Orientation on Assertive Community Treatment Teams. *Community Mental Health Journal*, 43:6, 619-641.

Simpson, A., Miller, C. & Bowers, L. (2003). Case Management Models and the Care Programme Approach: How to Make the CPA Effective and Credible. *Journal of Psychiatric and Mental Health Nursing*, 10, 472-483.

Smith, L. & Newton, R. (2007). Systematic Review of Case Management. Australian and New Zealand Journal of Psychiatry, 41, 2-9.

Suter, J.C. & Bruns, E.J. (2009). Effectiveness of the Wraparound Process for Children with Emotional and Behavioural Disorders: A Meta-Analysis. Clin. Child Fam. Psychol. Rev. 12, 336-351.

Swarikar, P. (2011). Culturally Appropriate Service Provision for Culturally and Linguistically Diverse Children and Families in the New South Wales Child Protection System. Social Policy Research Centre, UNSW.

Swick, K.J. (2010). Responding to the Voices of Homeless Preschool Children and Their Families. Early Childhood Education Journal, 38, 299-304.

Tregeagle, S. & Mason, J. (2008). Service User Experience of Participation in Child Welfare Case Management. Child & Family Social Work. 13, 391-401.

Tregeagle, S. (2010). Red tape or gold standard: Australian service users' experience of child welfare case-managed practice. *Australian Social Work*, 63:3, 299–314.

Vanderplasschen, W., Work, J., Rapp, R. C. & Broekaert, E. (2007). Effectiveness of Different Models of Case Management for Substance-Abusing Populations. *Journal of Psychoactive Drugs*, 39:1, 81-95.

Vanderplasschen, W., Rapp, R. C. Broekaert, E. & Fridell, M. (2011). Case Management for Persons with Substance Use Disorders (Review). *The Cochrane Library*, 10.

Walker, J.S. & Bruns, E.J. (2006). Building on Practice-Based Evidence: Using Expert Perspectives to Define the Wraparound Process. Psychiatric Services, 57:11, 1579-1585.

Ziguras, S.J. & Stuart, G.W. (2000). A Meta-Analysis of the Effectiveness of Mental Health Case Management Over 20 Years. Psychiatric Services, 51:11, 1410-1421.

Zwarenstein, M., Reeves, S., Straus, S.E., Pinfold, P. & Goldman, J. (2011). Case Management: Effects on Professional Practice and Health Care Outcomes. The Cochrane Library, 10.