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# TRIPLE P IMPLEMENTATION WORKBOOK

## INTRODUCTION

*The successful application and sustainability of an evidence-based program depends not only on the intervention's effectiveness, but also on how it is implemented and sustained (Fixsen, Naoom, Blase, Friedman, & Wallace, 2005).*

The information sheet Collaborating to Implement Triple P provided you with an introduction to the Triple P Implementation Framework (TPIF) and the role of the Implementation Consultant (IC). This workbook provides information about roles, key steps, considerations and activities that, with the support of an IC, will guide you through an effective process for implementing Triple P.

TPIF's five phases are listed below. Although the phases are loosely sequential you will often work through a number of activities concurrently, depending on the context and circumstances at your organization and in your community.

- Engagement
- Commitment and Contracting
- Implementation Planning
- Training and Accreditation
- Implementation and Maintenance

Your IC will guide you through the implementation process and offer a combination of in-person, email and phone support. This support is tailored to your needs and consistent with the Triple P principles of minimal sufficiency and self-regulation. This means that as well as making the process easier, it also helps build your local implementation capacity, and your ability to anticipate, plan for, and overcome any future challenges. By working through the activities and checklists in this workbook and working with your IC, you can:

- Choose the best Triple P programs to achieve your goals.
- Assess your organization's strengths and challenges (with regard to implementation).
- Maximize community access to support (e.g. through workforce development, online programs, communication plans).
- Plan for the selection and training of your practitioners.
- Identify/develop and establish the processes for effective delivery and monitoring of your Triple P services.
- Build local implementation capacity and plan for sustainable service deliver.





## ENGAGEMENT

You and your IC will explore what you are looking for by implementing Triple P, who you would like to provide services for and the way in which you typically provide services. Your IC will ensure you have all the information you need about the Triple P System and together you will establish if there's a potential fit.

### Aims

- You will have a greater understanding of the Triple P system, evidence base and implementation process.
- Your IC will have a better understanding of your organization's current and potential interest in Triple P programs, and goals you want to achieve in your community.
- Both you and the IC will have a clear idea of your current and potential capacity to successfully and sustainably deliver Triple P.

### Key Steps

- Initial information exchange.
- Identifying your potential referral/delivery partners (if applicable).
- Exploring shared desired outcomes.
- Exploring potential reach/scope.
- Exploring potential fit for Triple P (target populations, workforce).

### Questions for Consideration

- What is your organization's mission and vision, aims and values?
- How do you usually work with families?
- Are you looking to find possible delivery/referral partners in your community?
- What information do you need to know about Triple P and our services (the Triple P system, the evidence base supporting Triple P, and what support is available for sustainable and successful implementation)?
- How does this all fit together (including potential reach, community information, funding context)?

### Helpful information & documents

- Collaborating to implement Triple P.
- Triple P website: [www.triplep.net](http://www.triplep.net)
- The Triple P Evidence Base– via the PFSC website: <https://pfsc.psychology.uq.edu.au/research/triple-p-evidence-base>
- The Triple P Introductory Guide.

ENGAGEMENT PROGRESS CHECK: HAVE YOU REACHED THESE MILESTONES?	AS OF TODAY (DATE): 1. YES 2. PARTIALLY 3. NO
<b>Sharing information with Triple P</b> Have you shared information about your organization (including potential referral/delivery partners in your community if applicable, and current delivery and implementation capacity)?	
<b>Getting to know the Triple P system</b> Have you got an understanding of the different levels and programs within Triple P, the evidence behind Triple P, and how we work with organizations?	
<b>Determining the fit</b> Have you established and shared with your IC achievable goals for your Triple P initiative?	
Have you discussed with your IC how various Triple P program options (e.g. group, individual, online) might best fit with your needs, strengths, gaps, resources, and desired outcomes?	

### By the end of the Engagement phase

You're ready to move forward and work towards creating a partnership agreement. This will cover service delivery commitments, and what support and training we'll provide.





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## COMMITMENT AND CONTRACTING

Your IC works with you to help you establish more detailed plans and goals, choose suitable Triple P program variants, and set up implementation support and communication strategies, and together you agree on mutual commitments.

### Aims

- You will have developed a more detailed understanding of:
  - The overall scope of your planned Triple P service and shared goals.
  - Your communications needs.
  - You and your delivery partners' capacity to sustainably deliver Triple P.
  - The costs involved.
- You will have completed a signed agreement covering support, program resources and training.

### Key Steps

- Setting goals (for your community, organization, and target population).
- Assessing the fit and the available workforce.
- Calculating capacity and needs (e.g. number of practitioners, implementation and training, communications and program resources, workforce attrition, anticipated effects, potential benefits and savings).
- Financial management (including engaging with your leadership and developing and signing the contract).

### Questions for Consideration

- Who are the families you're trying to reach, and how many?
- What services do you currently provide?
- What does your current workforce look like (e.g. experience, qualifications, style of service delivery)?
- Where does the proposed Triple P service fit within the organization and/or community?
- What online service delivery options are currently available?
- How will delivery of Triple P be funded?
- Who will take leadership of the initiative?
- Who will take on coordination functions?
- Who'll be running the administration of the initiative (and how)?

### Helpful information & documents

- Collaborating to implement Triple P.
- Implementation Preparation Form.
- Triple P Introductory Guide.
- Triple P Provider Training Course Summaries.





COMMITMENT & CONTRACTING PROGRESS CHECK: HAVE YOU REACHED THESE MILESTONES?	AS OF TODAY (DATE): 1. YES 2. PARTIALLY 3. NO
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<b>Assessing the fit</b>	
Do you have an understanding of your organization’s capacity to implement Triple P (workforce, admin, funding, etc.)?	
Have you agreed on what implementation support, communications support, training and program resources you’ll need?	
<b>Creating more specific goals</b>	
Have you identified the target population and desired outcomes (for the organization and/or the project)?	
Have you chosen Triple P programs to match the needs of the target population and desired outcomes (i.e. level of intensity, delivery mode) and understand the requirements to deliver them (e.g. resources, training, costs)?	
Have you identified and developed an agreement with partners in your community who’ll work with you to deliver Triple P?	
<b>Management/financial arrangements and formal sign-off</b>	
Funding is in place	
Leadership for the initiative is agreed upon and a leadership structure (with Terms of Reference) is in place	
The budget has been worked out and agreed to by all partners	
Procedures for administration/ governance have been agreed upon with your delivery partners	

**By the end of Commitment and Contracting phase**  
A contract describing our respective commitments will be created and signed.





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## IMPLEMENTATION PLANNING

You will create detailed plans for service delivery, communications, training and accreditation, and evaluation of your outcomes, based on your organization's readiness and capacity, with support from your IC. There are several activities that you will undertake to develop implementation strategies that match local needs, capacity and goals. These activities will assist you in assessing and developing the systems you need for sustainably delivering service, and for collecting, monitoring and evaluating data to give you timely feedback on service delivery and effectiveness.

### Aims

- You and your team will have developed specific plans for delivering Triple P services to your community, covering:
  - How you're going to achieve your goals in the areas of service delivery.
  - Workforce development plans (including training, accreditation, and support).
  - What needs to be in place to support the practitioners to deliver Triple P
  - Adequate Program resources are available (quantities, storage, and distribution).
  - Systems are in place so that you know how your Triple P services are being delivered and received.
- Budget and financial commitments will be confirmed.

### Key Steps

Preparing to Plan:

- *Implementation Structures and Teams:* Understand and set up local implementation structures and processes - Learn about what needs to be in place for effective implementation, plan and establish who needs to be involved (individuals and teams) and understand how everything fits together.

Developing Your Implementation Process:

- *Organizational assessment:* Assess how your organization currently works and discover any changes that may be needed to help support successful delivery of Triple P.
- *Create tailored strategies and processes to suit your chosen programs and goals:* Work out the specifics (workforce, resources, communication, evaluation) to support delivery for each of your chosen Triple P programs, including budgets for each aspect.
- *Set up Evaluation and Quality Assurance processes:* Plan for how you'll encourage flexible delivery while maintaining program fidelity; your Quality Assurance procedures, and how you will collect data and evaluate the success of your implementation.
- *Plan for sustainability and expansion:* Plan to support sustainable delivery of Triple P in your organization and community.

### Questions for consideration

- How familiar is your organization/community with the effective implementation of evidence-based programs?
- How successfully have previous initiatives been implemented and sustained?
- How will leadership continue to support your Triple P services?
- Does your organization have established processes for:
  - Practitioner recruitment and selection; training and accreditation; coaching and supervision; networking and peer support?
  - Using/supporting online service delivery?
  - How data is used to inform decisions?
  - Managing new initiatives, including administration support?
- Have you developed a communications plan?
- Have you developed a service delivery plan?
- Have you developed a plan to manage distribution (including Triple P Online access codes, storage & distribution of program resources, communications brochures and flyers etc.)?
- Have you developed quality assurance, fidelity monitoring and evaluation plans?





## Helpful information & documents:

- Implementation Module documents:
  - Structures and Teams
  - Organizational Assessment
  - Strategies and Processes for Program Delivery
  - Quality Assurance and Evaluation
  - Sustainability and Expansion

IMPLEMENTATION PLANNING PROGRESS CHECK: HAVE YOU REACHED THESE MILESTONES?	AS OF TODAY (DATE): 1. YES 2. PARTIALLY 3. NO
<b>Understanding and setting up structures and processes</b>	
Have you identified system-wide leaders, policy and decision makers, and are they actively involved?	
Do senior and day-to-day managers from all participating organizations understand and agree to implementing Triple P?	
Does your implementation structure include the required expertise and is it supported with sufficient capacity and resources?	
If applicable, have you assessed the readiness of your partner organizations (including key leaders and decision makers), and are they actively involved?	
If applicable, have local area groups have been established to help with detailed planning?	
<b>Organizational assessment</b>	
Have you assessed and become aware of the attitudes towards adopting evidence-based practices within your organization and community?	
Have you assessed your organization's current capacity to implement Triple P effectively? (This includes assessing relevant current ways of working such as after-hours work, insurance, time off for training, communication, online service delivery options, marketing methods.)	
Have you developed an action plan to address changes needed to effectively implement Triple P?	
<b>Developing your plan</b>	
Have you made a service delivery plan (that includes things like venues, timing, transport, staffing, admin, storage and distribution of Triple P parent resources and communications materials, promoting and distributing Triple P Online access codes, management, data collection systems & referrals to other services)?	
Have you developed a communication strategy (to promote the program)?	
Do you have a plan for: staff recruitment/selection, training and accreditation, ongoing support and managing attrition?	
Do you have a quality assurance plan?	
Do you have a plan for collecting data and evaluating effectiveness?	
Do you have a plan for making adjustments if needed and expanding and maintaining service delivery?	

## By the end of the Implementation Planning phase:

You'll have a series of plans in place to allow you to get started with delivering Triple P. Often, this phase happens at the same time as Commitment and Contracting and may continue into the Training and Accreditation phase. However, it should be completed before service delivery begins.





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## TRAINING AND ACCREDITATION

*(Not needed if the Triple P initiative will be delivered via online programs and/or existing trained practitioners.)*

Your IC will work with you to ensure there are enough trained practitioners to offer the planned Triple P services. This includes ensuring practitioners are prepared for training, have a high-quality experience of training, and have time after training to work on their skills and prepare for and complete their accreditation. A Triple P Training Coordinator will work with you to plan the training, accreditation and support events. To become accredited Triple P Providers, practitioners attend Triple P Provider Training Courses (includes the training workshop, a pre-accreditation workshop, and an accreditation workshop) and complete an accreditation process. TPI coordinates all Triple P Provider Training Courses and Triple P Workshops which are conducted by certified Triple P Trainers in compliance with Quality Assurance requirements set by The University of Queensland.

### Aims

You will have prepared your practitioners and supervisors for training:

- Practitioners will be carefully selected and prepared for training.
- Training and accreditation sessions will be fully-attended and well-received.
- Once trained, practitioners will have enough time to prepare for and complete accreditation.
- You/your community will have enough trained and accredited practitioners to offer the planned services.
- Peer Support Networks will be established and your organization will support practitioners' involvement in these.

### Key Steps

- Preparing practitioners.
- Training (Preparation, Event and Follow-up).
- Access to the Triple P Provider Network (website).
- Pre-Accreditation Workshop (Preparation, Event and Follow-up).
- Accreditation (Preparation, Event and Follow-up).
- Peer Support (assistance in setting up, maintaining involvement).

### Questions for consideration

- Are staff properly prepared for training?
- Is there a good alignment between expectations and the training program?
- Do practitioners feel sufficiently prepared to deliver Triple P to families after training?
- Is there a good alignment between expectations and service delivery?
- Are practitioners properly prepared for accreditation?
- Have Peer Support Networks been established?

### Helpful information & documents

- Making the most of your Triple P Training document.
- Program Resource Order Form.
- Triple P Briefing (presented by a Triple P Trainer or IC, either in person or webinar).
- Triple P Provider Network.
- Triple P Automatic Scoring and Reporting Application (ASRA) support documents.
- Peer-Assisted Supervision and Support Model information.
- Role of Observers information.





TRAINING AND ACCREDITATION PROGRESS CHECK: HAVE YOU REACHED THESE MILESTONES?		AS OF TODAY (DATE): 1. YES 2. PARTIALLY 3. NO
<b>Preparing for training</b>		
Have a training schedule, including dates and type(s) of training, been confirmed?		
Have nominated staff been informed about, and prepared for, what training and accreditation – and service delivery – will involve, and are they ready and willing to take part?		
Have nominated staff committed to a delivery start date?		
<b>Training</b>		
Is planned training now complete?		
Have you gathered and analysed feedback from attendees?		
<b>Accreditation</b>		
Are practitioners being given the chance to prepare for accreditation during work hours (including attending a pre-accreditation workshop)?		
Have practitioners completed the accreditation process?		
<b>Follow up and peer support</b>		
Are supervisors comfortable with supporting practitioners to deliver Triple P?		
Have Peer Support Networks been established?		

**By the end of the Training & Accreditation phase:**

All your Triple P practitioners will be trained and accredited, will start taking part in Peer Support sessions, and will be delivering the Triple P program for which they are accredited.







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## IMPLEMENTATION AND MAINTENANCE

The goal of this phase is to ensure that Triple P is effectively delivered (either by practitioners or online); that there is an active evaluation process from which feedback is provided to practitioners and leadership; that practitioners are getting the most out of Triple P peer support networks; and strategies are in place to support sustainable, effective delivery. Your IC is available to support you as you to assess whether the implementation processes you have established are supporting your practitioners to deliver Triple P successfully.

### Aims

Your organization will have commenced service delivery P according to your goals and plans, this will include:-

- Effective delivery of Triple P.
- Technical and clinical consultation support available when needed.
- Active process evaluation, with feedback loops to refine and improve procedures.
- Practitioners continue to be involved in Triple P Peer Support Networks.
- Ongoing measurement, reporting and feedback on clinical outcomes, quality assurance and performance measures.
- Ongoing shared processes to maintain workforce, Triple P program fidelity and overall project aims.
- Succession planning and knowledge transfer as needed.

### Key Steps

- *Initial Service Delivery:* You and your delivery partner organizations start to deliver Triple P in your community, doing your best to ensure:
  - Communication/marketing is working.
  - Service delivery is meeting goals.
  - Peer support, coaching and supervision are sufficient.
- *Review and improve (as appropriate):*
  - Quality Assurance
  - Communication
  - Performance expectations and outcomes.
  - Reflect on challenges and changes to your initial plan.
- *Gather and analyse data:* Use the information you have to evaluate service delivery, program support, service delivery, administrative support, and leadership structures.
- *Ongoing monitoring:* This includes encouraging a culture and schedule of feedback and review/improvement within the organization.
- *Develop and review your sustainability and maintenance plan:* Support changes and refinements resulting from all of the above.

### Questions for consideration

- Do your systems support effective and sustainable delivery of Triple P?
- Do you have timely and meaningful data analysis, so you can confirm success and/or make changes?
- Are there feedback loops between the data analysis and leadership, management and practitioners?
- Do you have a plan in place to deal with staff (especially trained practitioners) leaving the organization?
- Is there a plan to manage future staff/leadership changes and is knowledge being passed on?
- Have key processes been embedded as usual practice throughout the organization?

### Helpful information & documents

- Program Resources Order Form.
- Triple P Provider Network (including Triple P Clinical Tools & access to ASRA).
- Triple P Introductory Guide.





IMPLEMENTATION & MAINTENANCE PROGRESS CHECK: HAVE YOU REACHED THESE MILESTONES?	AS OF TODAY (DATE): 1. YES 2. PARTIALLY 3. NO
<b>Initial service delivery</b>	
Have you started delivering Triple P?	
Are practitioners and their supervisors reviewing and revising, if necessary, the expectations of service delivery (e.g. number of families they can see)?	
Are you keeping track of service delivery (number of families reached through in person services and Triple P Online)?	
Have you started collecting and reviewing data on outcomes, including for Triple P Online?	
Are practitioners continuing with coaching/peer support?	
Are you regularly reviewing administrative support for practitioners, to confirm that it's effectively supporting program delivery?	
<b>Program refinement</b>	
Are you regularly reviewing your implementation plan, checking (and celebrating) progress and refining as needed?	
<b>Maintenance and expansion of coverage</b>	
Are you reviewing and resolving any practical difficulties (e.g. access to services throughout the community, communication strategies and materials, ongoing purchase of program resources and Triple P Online access codes, data collection, practitioner attrition)?	
Is your organization looking at ways to expand parenting support services offered throughout the network of care in your community (adding new partner agencies, increasing service delivery options, expanding referral points)?	
Does your organization review and consider offering programs for specific populations and new initiatives to meet your community's evolving needs?	
Does your organization/community review your external and internal communications strategy and consider how to promote greater parental engagement and practitioner support?	
Are you reviewing your implementation and outcome data and comparing them to your goals?	
Have you developed an improved or modified implementation plan?	

### Throughout the Implementation and Maintenance phase

As this phase is ongoing, your organization should continue to evaluate and improve sustainable, effective delivery of Triple P to your community.

