

A Whole-Systems Approach to Integrated Family Support Services: Exploring how digital tools can help or hinder

An Abstract of the Thesis by
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Taking a whole-systems approach to family support services can help address the complex needs of vulnerable families who face multiple risk factors and rely on different specialized systems to meet their needs. Integrated methods can help tackle problems which are multifaceted through collaboration, coordination and cooperation of service providers. With technological advances, service providers can utilize digital tools to improve service planning, delivery and outcomes. Key findings from a thematic analysis of two OECD questionnaires contribute to understanding the role of digital tools in family support services. Discussions include the prevalence and variety of digital tools identified within family support services, how and why digital tools are being leveraged by service providers and policy makers. The knowledge gained in this thesis helps identify best practices for engaging policy makers, service providers and service users in the use of digital tools within integrated family support strategies in OECD countries.