

FREQUENTLY ASKED QUESTIONS

This FAQ answers common questions NGO mental health programs have about the Mental Health Coordinating Council's NSW workforce-wide training opportunities for Routine Consumer Outcome Monitoring.

WHO SHOULD ATTEND FAMILIARISATION TRAINING?


Familiarisation is really, 'pre-training' . It familiarises key workers, consumers, board members, receptionists, Area Health Service Mental Health Executives and clinicians and local community members about the NGO approach to outcome monitoring.

SHOULD CEOs ATTEND FAMILIARISATION TRAINING?

Yes. Community leaders in mental health are ideally present at these public meetings. Familiarisation launch events are opportunities for NGO staff and stakeholders to be oriented to the training program in detail and to help them enrol for Initial Training. They also enable NGOs to meet with stakeholders to share information.

WHAT IF ALL OUR STAFF CAN'T GET TO A FAMILIARISATION LAUNCH EVENT?

That's OK. They can view the relevant presentations by website (www.mhcc.org) and request a copy of the MHCC DVD, *Breaking News: Outcome Monitoring in Community Organisations*. It provides guidance on attitudes and consumer views on outcome monitoring. They can still enrol for Initial Training.



**WHO SHOULD
ATTEND WHAT
LEVELS OF
MAPPING
THE DIFFERENCE
TRAINING?**

CAN CEOs AND MANAGERS ATTEND INITIAL TRAINING?

Yes they may. Another option is to fast track through all training by attending the Executive and Leadership weekend retreat (August 16-17, 2008, Berry NSW).

WHO SHOULD ATTEND EXECUTIVE & LEADERSHIP TRAINING?

CEOs, Quality Managers, Training Managers, senior consumer consultants, researchers within NGOs and the Chairperson of the Board may like to attend. It is for people who need to retrieve and use data efficiently, quality control data collections, encourage their workforce and report feedback to them. The focus is systematising outcome monitoring, leading change and interpreting data for program improvement.

CAN CONSUMER WORKERS ATTEND INITIAL TRAINING AND DO CONTINUING EDUCATION?

Yes, absolutely. There are modules of continuing education especially designed for these staff.

DO EXISTING USERS OF OUTCOME TOOLS NEED THE INITIAL TRAINING?

Yes. Many existing users did not do NGO-relevant initial training and have need for clarification, practice and exposure to the context of using a range of tools in NGOs.

CAN NGOs USE THE MHCC TRAINING AS TRAIN THE TRAINER?

No. Initial Training via MHCC is intended for all key workers providing direct services to consumers. It is important that it be quality controlled to lay the foundations for a standardised system-wide approach that can be formally evaluated.

WHICH OUTCOME TOOLS ARE COVERED IN ONE DAY INITIAL TRAINING?

We follow the recommended half day training on the CAN suite of outcome measures but updated with more recent research on 'need' and mental health. In addition, we go beyond the half day to cover interpersonal interviewing, engagement, individual service planning and privacy using CAN-C, CANSAS and CANSAS-P. We overview

HoNOS extra half day of Initial Training is now considered equal to a Module of Continuing Education.

These participants need only do 2 not 3 Continuing Education Modules.

CANE, CANDID and CANFOR. The remaining time is on LSP-16, LSP-39, K10 versions, Satisfaction With Life Scale (Test et al, 2005) and just an introduction to HoNOS.

WHAT TRAINING IS NEEDED ON THE HONOS?

Few NGOs use the HoNOS (Health of the Nation Outcome Scale). It is intended by its authors for use by specialist mental health trained health professionals (degree trained health professionals). These professionals usually need initial (min half day) training BUT usually request more training thereafter. They also require follow-up refreshers from time to time to sustain inter-rater reliability in the scoring. Otherwise 'rater slippage' occurs. An extra half day is the minimum required training necessary before NGO staff would apply the HoNOS in their practice. NGOs would apply it in individual service planning in slightly different ways to how it is used in care planning in clinical mental health settings.

HOW DO NGOS ARRANGE ACCESS TO HONOS TRAINING?

Demand will be met by request within teams, or with two or three half days scheduled per year in the MHCC Training Calendar. NGOs may also attend Area Health Service provided approved HoNOS training.

IS THE MHCC 'MAPPING....' TRAINING ACCREDITED?

At present, there is no 'accredited' mental health consumer outcome monitoring training as such in any sector in mental health in Australia. Rather, there is 'nationally approved' training for clinicians under the Australian Mental Health Outcomes Classification Network (AMHOCN) program. AMHOCN was commissioned by the Commonwealth Government to develop and quality control the training delivered via State and Territory mental health services. It has had a rigorous national development process, but had not designed training for NGOs. MHCC's training on the clinical framework and outcome tools used by NSW Health mental health clinicians follows the AMHOCN guidance and is based on those materials (with AMHOCN consent) so that NGOs have access to this training. There is adaptation with NSW Health agreement and AMHOCN expert input. The remainder has been extensively consulted upon.

MHCC is preparing to accredit the Mapping the Difference We Make Initial Training as an elective within the MHCC existing accredited Certificate IV (non-clinical) program.

WHAT ABOUT TRAINING AVAILABILITY IN 2009 AND BEYOND?

MHCC is committed long term to providing leadership and support to the sector for implementing RCOM sustainably. Future Mapping the Difference We Make Training intakes will be part of our Learning and Development Unit annual training calendar. For further information see 'Quality and Outcomes' on our Website or email jonine@iimetro.com.au.