

Minutes

Workforce Development Reference Group Meeting
Mental Health Coordinating Council
Rose Cottage, Building 402, Central Avenue,
Rozelle Hospital Grounds, Lillyfield

Thursday 15th March 2007

2:00PM to 4:00 PM

Meeting Commenced 2:00pm

1. Attendance

- Gillian Malins - NSW CAG
- Janet Meagher – PRA
- Pedro Diaz – Aftercare
- Susan Scowcroft – NSW Community Services and Health Industry Training Advisory Board
- Vanessa Long – NADA
- Jonine Penrose Wall - MHCC
- Heidi Freeman - MHCC

Apologies:

- Anna Saminski - NSW Consumer Advisor Group
- Anne Chamberlain – Mission Australia
- Bronwyn Howlett – Mission Australia
- Charlie Pollicina – Co As It
- Karen Burns - Parramatta Mission
- Leigh Connell – Newtown Boarding House Project
- Mark Jackson – KAIYU
- Neil Ballardie - Richmond Fellowship of NSW
- Nhu Nguyen – New Horizons
- Sue Maddrell – Migrant Network Services
- Sue Stirling - Richmond Fellowship of NSW
- Yvette Cotton – NSW Consumer Advisor Group
- Debbie Greene - MHCC
- Tina Smith – MHCC

2. Welcome

- Heidi welcomed all to the meeting.

3. Previous Minutes

- Accepted as a true and accurate record of the previous meeting.

4. Business arising

4.1. Learning and Development Unit:

As Tina was unable to attend the meeting due to ill health Heidi provided an update on activities in this area, based on a report received from Tina. Most important in this update were the following:

- a) Progress in establishing MHCC training centre
RTO Status

- The timeline for becoming an RTO is now at most 6-8 weeks. MHCC was audited by VETAB on 6/3. The audit went very well but there are some small issues needing to be further addressed. The primary issue is the need for improved document/record control systems including version control. The assistance of RTO Support & benefit of Tina Smith obtaining her Certificate IV in Training & Assessment (7/2) were critical to this outcome.
- With the audit mostly complete there will now be an emphasis on planning the course roll-out across NSW and marketing/promotions of the course including development of the RTO/MHCC Learning & Development Unit website.
- Debbie Greene will cease working on the development of learning & assessment materials at the end of March. With considerable work remaining other contractors will need to be identified. The immediate need is for learning materials to be developed for the four Stage 2 courses (to be piloted from July).
- Recruitment needs to commence for the Training Coordinator & Training Administration Assistant positions.

Pilot Training

- Delivery of “*Rehabilitation for Recovery*” Stage 1 pilot training was completed (31/1 & 1/2 - Parramatta Mission). Assessments have been submitted for “*Orientation to Mental Health Work*” and are being completed for “*Working With Clients With Mental Health Issues*” (due 9/3 for Parramatta Mission & 26/3 for Catholic Healthcare, note extensions for the later group). Evaluation of the pilot will not be complete until assessments are finalized.

Course Roll-out

- Stage 1 training will be delivered in Bathurst 29 & 30/3, 26 & 27/4, 24 & 25/5 by Chantel Nagib/Parramatta Mission (submitted EOI to deliver, pilot learner & on MH Training Industry Reference Group). This is the first course to charge a fee, mixed NGO group & regional/rural delivery. Participating NGOs are Catholic Healthcare, Mission Australia & RFNSW.
- An “*EOI To Attend Training*” has been distributed with responses due 30/3. This information will be used to establish training dates and locations throughout NSW for 2007 & 2008. Course information will be distributed in a MHCC Learning & Development Unit Training Handbook.
- A selection process for trainers as identified in the 2006 “*EOI To Deliver Training & Assessment Services in 2007*” has commenced.

VET Sector

- The Community Services & Health Industry Skills Council, Community Services Training Package/CHC02 Review (Individual Client Support Reference Group) had an initial meeting on 7/2 & will next meet 1/5. There will be a Mental Health Work Group meeting at the Masonic Centre in Sydney on 19/3. This will be preceded by an Aged/HACC/Disability Working Group on 13/3 that also includes consideration of mental health issues. The review was discussed at the mental health NGO peaks meeting on 8/3. There is a need for a Diploma in Mental Health Work qualification to be introduced. The first draft of the new training package (2008/13) will be released for consultation late May.
- Tina Smith attended a meeting of the Hunter Trainers & Assessors Network/HTAN on 20/2. VETAB/Margaret Willis spoke about the new AQTF Standards being introduced 7/07. Along with other changes there will be an increased focus on training outcomes for learners, employers, industry/s and achieving quality skill outcomes (i.e., transfer of training to work). This will help facilitate a strengthened research & development strategy for the LDU to be introduced.

b) Mental Health Training Industry Reference Group

MH Training Industry Reference Group

- The MHCC Mental Health Training Industry Reference Group met 22/2 & will next meet 5/4. They continue to focus on evaluation of the pilot training and will now also start working with MHCC/Debbie Greene & ITAB to develop improved RPL approaches. Participating NGOs are

Mission Australia, Parramatta Mission, RFNSW & Schizophrenia Fellowship (note that SFNSW has recently withdrawn & likely to be replaced by NEAMI). ARAFMI NSW has advised that they have identified a carer representative. A consumer representative may have been identified through the NSW Institute of Psychiatry.

- There was discussion about the possibility of direct reporting from the Mental Health Training Industry Reference Group to the Workforce Development Reference Group, possibly through the inclusion of a written report. This suggestion will be taken to Tina for consideration.

4.2. Routine Consumer Outcome Measurement

- Jonine Penrose-Wall spoke to the meeting about progress in the area of Routine Consumer Outcome Measurement (RCOM).
- Jonine presented the Reference Group with a Training Mechanism Advisory Paper. The paper outlined areas needing consideration regarding the training of NGO staff in RCOM. In particular:
 - Can we deliver the first wave of training in multi-NGO small-group classes in several intakes per year or should it be delivered agency by agency alone?
 - Do we need Familiarisation “training” as separate “information nights”, or can it be done over the website or at the front end of the initial Training? It may need two formats: night briefings for other stakeholders, but integrate it into the Initial Training proposed for front line staff during their training day/s as the first unit to be covered.
 - Should there be incentives to attend training on RCOM?
- The Training Mechanism Advisory Paper proposes the following targeted, flexible and structured approach:
 - Familiarisation (pre-training) – sensitisation, engagement of NGOs and AHS and consumer stakeholders
 - Initial training of front line staff to use RCOM
 - Continuing Education – reinforcing, trouble shooting, help in applying data generated,
 - Leadership & Executive Development - teaching leaders to retrieve, use interpret and report on data, and to assure they can effectively support staff who use RCOM and use data in service design.

5. Priorities for 2007

5.1. Workforce Development Guides

- The group discussed the development of the guides.
 - A sub committee of the Workforce Development Reference Group will be formed to help advance activity in this area. The group will be called the Staff Development Working Party.
 - The Subcommittee is made up of:
 - Bill Gye – Sunflower Services, Schizophrenia Fellowship
 - Judi Matthews – New Horizons
 - Bronwyn Howlett – Mission Australia
 - Janet Meagher – PRA
 - Sue Stirling – Richmond Fellowship
 - Pedro Diaz - Aftercare
- The guide on the VET sector will be developed first.
 - Susan Scowcroft from NSW CS&H ITAB will be developing this guide, in partnership with MHCC, and with guidance from the Workforce Development Reference Group subcommittee described above.
 - MHCC will meet with Susan to further this project.

- A guide/s on Supervision / Workplace practices will also be developed.
 - o There was considerable discussion about this area. The complexity of the issues being discussed and the differences of approach and need in the sector mean that this issue needs considerable thought before further development.
 - o Attendees at the meeting were asked to provide Heidi with any materials they had concerning this issue.
 - o Heidi is to collate these materials, and note key areas for discussion by the subcommittee.
 - o Many important considerations were raised, including:
 - Some organisations undertake “clinical” supervision for frontline staff, regardless of professional background.
 - All organisations undertake line management supervision
 - Some do supervision that is a combination of both
 - Providing adequate funds for supervision is difficult
 - How does consumer input fit into supervision?
 - What is best practice?
 - How does social inclusion fit into supervision?
 - Unclear if we should have 1 or more guides in this area
- A guide to encourage Recruitment to the sector is also being developed.
 - o Caroline Spurway, a volunteer from “Good Company” has provided some valuable assistance in the initial development of this guide.
- MHCC is also working with NSW CAG on the development of a guide for Consumer Representation in NGOs – in terms of payment, support and role clarification.
 - o An outline of work in this area was discussed.
 - o It was noted that some good work had already been done previously, but that as it was not currently being used, it should be revisited.
 - o MHCC and CAG to look at past work and to also look at what had been done elsewhere, including overseas.
 - o It was noted that there was a need to look not just at issues of payment, but also of role clarification, support , positive discrimination, best practice, etc.

6. Next Meeting

6.1. The next meeting of the Workforce Development Reference Group will be held on Thursday May 17th from 2:00 – 4:00pm at MHCC.

6.2. 2007 Schedule of Meetings is below.

6.3. RSVP: Tuesday May 15th – **Heidi Ph: 02 9555 8388 x 107**

7. Meeting closed 4:00pm

Workforce Development Reference Group:

Schedule of Meetings 2007

Bi monthly, third Thursday of Month 2 – 4pm

RSVP by Monday immediately preceding the meeting

Dates:

- 0. January 18th
- 0. March 15th
- 0. May 17th
- 0. July 19th
- 0. September 20th
- 0. November 15th