



Shelter Tas

Workforce Development Program 2018-23

Evaluation Report

Mental Health: A Trauma Informed Approach

October 2019

Background

Workforce Development Program 2018-23

Shelter Tas has a 5-year funding agreement with the Department of Communities Tasmania (Housing Tasmania) for the Workforce Development Program (WDP) 2018-2023. The purpose of the WDP is to *facilitate specialist professional development and training activities that: continue to build workforce capacity of the housing and homelessness sector; responds to new and emerging sector issues and support Tasmanians who are experiencing, or who are at risk of homelessness.*

Shelter Tas is developing, promoting and evaluating a schedule of specialist quality training in line with the following priorities:

- Priority 1 - Increasing the skills and competencies of the SHS workforce
- Priority 2 - Increasing the accessibility of training and professional development to the whole of the sector.

Consultation

A co-design approach with the housing and homelessness sector (through the WDP Reference Group) is integral to the success of the WDP, and is a continuous process throughout the 5 years. Previous training evaluations, sector consultations and the WDP Strategic Planning day acknowledged a need for follow up training sessions for complex training topics.

Trauma informed practice was identified as one of the key priority areas, at the 2019 WDP Strategic Planning Day, to assist services working with clients with increasing complexity.

Shelter Tas worked with Carly Cameron to deliver previous training sessions through The Lighthouse Institute where her sessions received positive evaluations and recommendations by Shelter Tas members at the WDP Strategic Planning Day.

Shelter Tas uses a structured co-design approach to work with Carly and the sector in developing a comprehensive list of focus areas to tailor the training sessions in Devonport and Hobart to the Tasmanian.

Training overview

Mental Health: A Trauma-Informed Approach was a full day training session that included:

- Trauma-Informed responses to complex mental health presentations including co-morbidity, suicidality and self-harm, aggressive behaviours and psychosis.
- A focus on concepts of containment, de-escalation and “holding the risk” for workers
- Trauma-based behaviours associated with different mental health presentations and behaviours presenting unique challenges in residential settings
- The workshop will combine theory, personal reflection, group activities and aims to deliver a fun and engaging approach to a complex topic.

About the Trainer

Carly Cameron has worked for twenty years as a psychologist in Australia and the UK in community-based settings, secure psychiatric services, child protection, foster and kinship care and in private practice providing consultation to individuals and agencies regarding trauma-informed practice.

Carly has a passion for delivering high quality evidence-based training and workshops, and has extensive experience managing and working in teams that work with traumatised children, young people and adults.

Carly has delivered several, well reviewed training sessions with Shelter Tasmania in the past, including *Trauma Informed Practice* and *De-stigmatising Borderline Personality Disorder*.

Evaluation

Training session:	Mental Health: A Trauma-Informed Approach	
Facilitator:	Carly Cameron Bend Consultancy	
Date:	18 & 21 October 2019	
Region:	South (Hobart) and North (Devonport)	
Overview:	<p>Complex Mental Health Presentations</p> <ul style="list-style-type: none"> • Co-morbidity • Suicidality & self-harm • Aggressive behaviours • Psychosis <p>What Does the Theory Say?</p> <ul style="list-style-type: none"> • Trauma-Informed Practice • How do we use this to make sense of mental health? • What does this mean for how we approach the work? • Personal Reflection exercise 	<p>The Worker Experience</p> <ul style="list-style-type: none"> • Unique challenges • The Parallel Process • Containment, de-escalation & holding the risk • Boundaries, emotional processing & reflective spaces • Well-being of workers <p>Trauma-Based Behaviour</p> <ul style="list-style-type: none"> • Trauma-based behaviour associated with different diagnoses • Case study • Reflections & questions
Resources:	Printout of Presentation slides	
Participants:	45	
Evaluations completed:	43	
Overall rating:	100% rated this training good/excellent	

Priority 1 - Increasing the skills and competencies of the SHS workforce

82% of participants reported improvement in their knowledge of working with clients who present with complexity.

100% would recommend this training to others.

100% felt ready to apply what they learned to their work.

Priority 2 - Increasing the accessibility of training and professional development to the whole of the sector.

Participants:	45
Organisations/programs:	24
Regions:	North, North West, South
Type:	Specialist Homelessness Services, Community Housing Providers

Participants from across Tasmania were able to attend, coming from a diverse range of member services and organisations. Training was open to Specialist Homelessness Services and Community Housing Providers.

Anglicare Youthcare

Anglicare Housing Connect

Anglicare Thyne and Levi House

Anglicare Supported Youth Program

Anglicare Supported Indigo Lodge

Bethlehem House Tasmania

CatholicCare Housing Connect Support North

CatholicCare Housing Connect Support South

Colony 47 Colville Place

Colony 47 Housing Connect Front Door

Colony 47 Housing Connect Support

Colony 47 Emergency Support Program

Community Housing Ltd – BHF

Hobart City Mission Housing Connect

Hobart Women's Shelter

Housing Choices Tasmania

Jireh House

Launceston City Mission Orana House

Magnolia Place LWS

Mission Australia Housing

Salvation Army Housing Common Ground

Salvation Army Oakleigh Accommodation Service

Youth, Family and Community Connections Inc

Youth Futures Inc.

Comments

“Carly is well informed, engaging and kept it relevant and on point. I liked her tone throughout the session.”

“I wasn't sure what to expect today but it was very helpful, especially to consider what is going on deep down and all the different aspects that contribute to behaviours.”

“Amazing, Amazing, informative and very interesting and very knowledgeable. Was engaging and kept me interested and another plus was no role play!”

“Well presented and went at a good pace, plenty of time for questions etc”

“Very well organised and delivered, engaging and interesting. Would like to explore study further.”

“Good knowledge base/ broad application to our field.”

Comments from participants were positive overall, with excellent feedback on both the training facilitator and content.

Recommendations

Topic

Shelter Tas members have identified a need to continue to facilitate training for services working with people who have experienced trauma. Feedback from participants indicates a strong desire for more training in this area, with particular focus on aggression in teenagers, crisis management, mental health and complex behaviours. The possibility of information sessions between Mental Health Services & Child Protection was also flagged as useful. This will be raised with the Reference Group to discuss further. Shelter Tas will explore further training opportunities with Carly, inline with the priorities of the sector.

Provider

Feedback for Carly was overwhelmingly positive in relation to her extensive knowledge, expertise and targeted delivery. Carly tailored the course material in consultation with Shelter Tas and the sector through the WDP Reference Group.

Delivery

Mental Health: A Trauma Informed Approach contained complex and broad amounts of information over the day and Carly’s delivery of the material was commended by the participants.

Administration

Previously, the WDP Reference Group agreed to trial keeping the limit of 2 per organisation/program initially, then removing the limit approximately half way through the registration period. This was successful, allowing managers to book in training for staff, opportunities for multiple organisations to attend, and ensuring all places were filled.

While credit card payment through Eventbrite was the agreed payment method by the WDP Reference Group, some organisations were not able to authorise credit card payments when registering multiple workers for the full day session, due to organisation policies. Payment by invoice was trialled for those who needed it, and while it did add a small amount to the administrative workload, we recommend continuing payment by invoice for those services that require it.