



Shelter Tas

Workforce Development Online Q&A Evaluation Report

Department of Communities: COVID packages for Housing and Homelessness Services

2 July 2020

Evaluation

Training session:	<i>COVID Packages for Housing and Homelessness Services</i>
Facilitator:	Anna Balmforth and Terri Clifford Department of Communities
Date:	2 July 2020
Region:	State wide
Overview:	This session was the fourth in the series of online workshops to address the emerging needs of the sector through the COVID-19 pandemic. The Department of Communities provided an overview of the state government’s COVID-19 packages including Extended Brokerage, Tele Health Screening and Moreton Group Medical Service (MGMS), Mental Health Homelessness Outreach Support Team (MHHOST) and the Safe Space Expansion. The sector provided a range of questions and issues around each topic which guided the session and participants were provided with a detailed overview of the Q&A session.
Resources:	Q&A, links and templates
Participants:	45
Evaluations completed:	17
Overall rating:	100% rated this training good/excellent

Summary

- The training was delivered across the state (online).
- 100% of participants who completed the survey rated the training as good or excellent
- 100% of participants who completed the survey said the session was useful.
- Participants were provided with a detailed overview of the Q&A session.

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; respond 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

The COVID-19 pandemic has changed the way our services operate and created a set of new challenges beyond those identified through our Jan 2020 WDP Survey and Feb 2020 strategic planning meeting. Shelter Tas supported the SHS and CHPs by holding weekly COVID meetings that brought together services from around the state and the Department of Communities to address the impact of the pandemic and share solutions. This forum informed the series of online workshops to be delivered through the Workforce Development Program and the Workforce Development Reference Group provided valuable input and authorised the online workshop plan.

Training overview

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Participant Comments

“It was great. The online format makes it accessible and easy to stay on time. Kudos to Terri for maintaining the high level of info.”

“Just keep up the excellent work you all do, it's amazing and very valuable, well done Stars!”

“Great facilitation.”

“Was perfect as always!!! well done Shelter Tas and thank you for always providing to the sector what we need when we need it.”