

Shelter Tas Workforce Development Program (2018-23) 2018-20 Interim Report July 2018 – June 2020

Tabled at	Date
WDP Ref Group	Dec 2020

Background:

Shelter Tas has a five-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 supports Tasmanians who are experiencing, or who are at risk of, homelessness.*

Co-design Process:

The co-design process is integral to the success of the WDP and its ability to develop, engage, promote and evaluate a schedule of specialist quality training that targets the needs of the Specialist Homelessness Services (SHS) and Community Housing Providers (CHP) in Tasmania.

Our reflective practice approach draws on training evaluations, regular sector consultations, WDP Strategic Planning events and sector training surveys to create an annual priority list of training topics. Regular targeted consultation throughout the five-year program ensures that the content and quality of the training adds value to the professional practice of the sector and builds a reflective and responsive workforce. This will contribute to ensuring that people using housing and homelessness programs are receiving high quality services.

Shelter Tas, Communities Tas, SHS and CHP practitioners are all represented on the Workforce Development Reference Group, and have co-designed a schedule of training opportunities for workers in line with the priorities in the Funding Agreement:

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

Program adjustments in 2020 due to COVID-19 pandemic restrictions

During 2020, Shelter Tas in consultation with the Workforce Development Reference Group made the necessary adjustments to both the content and the format of training opportunities. Face to face training was no longer possible, so sessions were converted to online delivery. We presented specific sessions responding to emerging issues such as Worksafe Practice, COVID support payments and rent settings, and changes to legal framework for tenancies (such as the moratorium on evictions) during the emergency period. We worked extensively with the mainland based trainer from Amovita to convert the third and final training session in our Cumulative Impacts series '*Advanced Training in working with Complexity*' to an online format, which included updating the one day face to face presentation to two half day online sessions, held one week apart. An online calendar to be used for training schedule has been developed.

Budget Notes

The Workforce Development Program budget is tracking well. Dispersed teams, new ways of communicating, changes to government payments and public health risk mitigation strategies prompted operational changes to the Workforce Development Program in 2020. Savings were achieved on costs such as interstate/ intrastate travel expenses, catering, room hire etc as online training options were implemented to keep our workforce safe. We transitioned to short, sharp online Q&A sessions to address emerging needs across the sector. This change required significant staff resources and flexibility to provide informal one on one training across the state to support individuals to feel confident participating in and get the most value from online training.

In 2021, WDP is well placed to continue facilitating statewide opportunities for our community of peers to foster shared reflections and knowledge which will lead to better outcomes for clients and stronger support networks for workers.

Shelter Tas Workforce Development Reference Group Membership July 2018 – December 2020

Pattie Chugg (Shelter Tas/ Chair)	Denise Leonard (CatholicCare)	Anna Balmforth (Housing Tas) Cassie Male (YFCC)	Tash Blyth (Karinya) Don McCrae (Salvation Army)	Jenny Bertram (Magnolia/LWS)
Bronwyn Lysaght (Shelter Tas WDP Project Officer)	Christina Augustine (Evolve)	Elizabeth Ward (Anglicare) Louise Bieser (Anglicare)	Narelle Preece (Magnolia/ LWS) Ben Moroney (HT)	Rachael Andrews (HT) Lisa Roberts (HCT)
Georgia Hurst (Colony 47)	Helen Hudson (HWS) Karen Riley (Salvos)	Simon Wagner (LCM)	Stephen Hill (LCM)	Oscar Norton (CHL) Alex Bomford (Tenants Union)

Completed Co-design Milestones 2018-20	Region	Dates
2018 WDP Reference Group meetings	Housing Tas videoconference	(February, March, June, September 2020)
2018 Quarterly SHS Forums	North and North-West	February, May, August, November
	South	February, May, August, November
2018 Shelter Policy Committee	Statewide	February, May, August, October (Strat Planning)
2018 Statewide SHS Forum & SHS Training subgroup	Statewide SHS forum (Launceston)	(December 2018, 2019)
Strategic Planning Day 2019	Statewide (Campbell Town)	(November 2018)
2019 WDP Reference Group meetings	Housing Tas videoconference	(February, July, October 2019)
2019 Statewide SHS Forum	Statewide SHS forum (Launceston)	10 December 2019
2019 Quarterly SHS Forums	North and North-West	12 February, 4 June, 6 August, 5 November
	South	19 February, 11 June, 13 August, 12 November
2019 Shelter Policy Committee	Statewide	30 January, 3 April, 19 June, 9 October
Strategic Planning Day 2020	Statewide (Campbell Town)	February 2020
2020 Sector Training Survey	Online	February 2020
2020 WDP Reference Group meetings	Housing Tas videoconference	February, July, October, December
2020 Quarterly SHS Forums	North and North-West	February, May, August, November
	South	February, May, August, November
2020 Shelter Policy Committee		February, May, August, October

Housing Connect Reform Representation	Region	Dates
Housing Connect Reform Steering Committee Meetings	Statewide	(August, September, December 2020)
Communities of Practice	Statewide	August, September, October 2020)

COVID-19 Sector Response 2020	Region	Dates
COVID-19 Housing and Homelessness Meetings	Statewide	April 2020 – 1, 21, 28 May 2020 – 5, 12, 19, 26 June 2020 - 3
COVID Outbreak Management Planning	Statewide	18 August 2020

Face-to-Face Training Completed 2018-19	Region	Summary of Evaluation Results *	Alignment with Co-Design Ref Group Priorities
1. <i>Tasmania's Residential Tenancy Act: What's new, what's coming, and everything you need to know:</i> 11/12/2018	Statewide SHS forum (Launceston)	<ul style="list-style-type: none"> • 93% rated training good/excellent • 100% would recommend to others • 100% ready to apply training to their work • Full evaluation available here 	RTA knowledge
2. <i>Nurturing connection and growth in children and young people affected by trauma:</i> 02/04/2019	South (Hobart)	<ul style="list-style-type: none"> • 93% rated training good/excellent • 100% would recommend to others 	Children and Trauma De-escalation/safety Mental Health
3. <i>Nurturing connection and growth in children and young people affected by trauma:</i> 09/04/2019	North (Launceston)	<ul style="list-style-type: none"> • 100% ready to apply training to their work • Full evaluation available here 	Children and Trauma De-escalation/safety Mental Health
4. <i>Cumulative impacts on wellbeing (1) Brain function & barriers to change (Introduction – Self Care: stress, fatigue and burnout):</i> 26/06/2019	South (Hobart)	<ul style="list-style-type: none"> • 98% rated training good/excellent • 96% would recommend to others 	Self-Care, Children and Trauma De-escalation/safety Mental Health
5. <i>Cumulative impacts on wellbeing (1) Brain function & barriers to change (Introduction – Self Care: stress, fatigue and burnout):</i> 28/06/2019	North-West (Devonport)	<ul style="list-style-type: none"> • 98% ready to apply training to their work • Full evaluation available here 	Self-Care, Children and Trauma De-escalation/safety Mental Health

*Full evaluations available

Face-to-Face Training 2019-20	Region	Summary of Evaluation Results *	Alignment <ul style="list-style-type: none"> • Co-Design Ref Group Priorities • HC Reform Priorities (TBC)
6. <i>Mental Health: A Trauma-Informed Approach</i> 18/10/2019	North-West (Devonport)	<ul style="list-style-type: none"> • 45 participants • 43 Evaluation Reports completed • 100% rated training good/excellent 	De-escalation/safety Mental Health Trauma
7. <i>Mental Health: A Trauma-Informed Approach</i> 21/10/2019	South (Hobart)	<ul style="list-style-type: none"> • 100% would recommend to others • 100% ready to apply training to their work <i>Full evaluation available here</i>	De-escalation/safety Mental Health Trauma
8. <i>Presentation by Tas Police –Shared clients, strategies and challenges</i> 10/12/2019 <i>Scout Winter from MRC Settlement Program</i> <i>New migrants and people from refugee backgrounds – housing and support</i>	Statewide SHS forum (Launceston)		De-escalation/safety Mental Health Trauma & other - legal
9. <i>Cumulative Impacts on Well Being (2): Intermediate training evidence-based approaches to care for self and others; resistance and reluctance; increasing resilience</i> 04/03/2020	South (Hobart)	<ul style="list-style-type: none"> • 45 participants • 43 Evaluation Reports completed • 98% rated training good/excellent • 96% would recommend to others 	Self-Care, De-escalation/safety Mental Health Trauma
10. <i>Cumulative Impacts on Well Being (2): Intermediate training on evidence-based approaches to care for self and others; resistance and reluctance; increasing resilience</i> 06/03/2020	North-West (Devonport)	<ul style="list-style-type: none"> • 98% ready to apply training to their work <i>Full evaluation available here</i>	Self-Care, De-escalation/safety Mental Health Trauma

Tailored Online Training 2019-20	Region	Summary of Evaluation Results *	Alignment <ul style="list-style-type: none"> • Co-Design Ref Group Priorities • HC Reform Priorities
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<p>11. Rent setting and COVID Support packages Sue Brooke – Centrelink Outreach Rachael Andrews- Housing, Disability and Community Services 14/05/2020</p>	<p>Statewide</p>	<ul style="list-style-type: none"> • 45 participants • 17 Evaluation Reports completed • 100% of participants who completed the survey rated the training as good or excellent <ul style="list-style-type: none"> • 100% of participants who completed the survey said the session was useful. • Full evaluation available here 	<p>Sector Knowledge Best Practice Emerging issue Tailored Response Collaboration Integration</p>
<p>12. COVID Worksafe Regulation Workshop Ken Nolan Senior Work Health and Safety Advisor, Worksafe Tasmania 09/06/20</p>	<p>Statewide</p>	<ul style="list-style-type: none"> • 42 participants • 20 Evaluation Reports completed • 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. • Full evaluation available here 	<p>Best Practice Emerging issue Tailored Response Collaboration Integration</p>
<p>13. RTA: Evictions, Exemptions and Complications Alex Bomford Solicitor, Policy Officer & Community Legal Education Officer, Tenants' Union of Tasmania 25/06/20</p>	<p>Statewide</p>	<ul style="list-style-type: none"> • 43 participants • 21 Evaluation Reports completed • 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. • Full evaluation available here 	<p>RTA knowledge Best Practice Emerging issue Tailored Response Collaboration Integration</p>

<p>Tailored Online Training 2020-21</p>	<p>Region</p>	<p>Summary of Evaluation Results *</p>	<p>Alignment</p> <ul style="list-style-type: none"> • Co-Design Ref Group Priorities • HC Reform Priorities
<p>14. COVID Packages for Housing and Homelessness Services Anna Balmforth and Terri Clifford Department of Communities</p>	<p>Statewide</p>	<ul style="list-style-type: none"> • 45 participants • 17 Evaluation Reports completed • 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. • Full evaluation available here 	<p>Best Practice Emerging issue Tailored Response Collaboration Integration</p>

<p>15. Cumulative Impacts on Well Being (3): <i>Advanced training on working with complexity – building on previous knowledge, training and experience,</i> 2020 (October 6 and 13 2020)</p>	<p>Statewide</p>	<ul style="list-style-type: none"> • 25 participants • 15 Evaluation Reports completed • 100% of participants who completed the survey rated the training as good or excellent • 100% of participants who completed the survey said they are ready to apply what they have learned to their work. • Full evaluation available here 	<p>Self-Care, De-escalation/safety Mental Health Trauma Wellbeing</p>
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For more information, please contact CEO@shelertas.org.au and Bronwyn Lysaght, Workforce Development Officer training@shelertas.org.au